Cyberoam NetGenie HOME

Wireless Router
with family protection

Secure Wi-Fi for
multiple devices

Age-wise, easy
Parental Controls

Firewall &
In-built Anti-Virus

Share your USB modem
Internet connection

Pre-Set Wi-Fi Security

User Guide

Powered by Cyberoam

NetGenie – Read it first

The most complex questions have the simplest answers. NetGenie is an embodiment of such a design philosophy.

At home, our family is the most cherished part of our life and their security is our prime concern. They access the Internet for almost anything. From booking movie tickets, accessing Facebook to emailing, the Internet is woven into the fabric of day-to-day lives; and yet is the most vulnerable part too.

The Name is… NetGenie

The idea behind this product is to provide the same technology based Internet security to home user, as the enterprise level users get. It is designed to ensure the safety of its master like a Genie without curbing the freedom, while surfing the Wild Wild Web, and not be restrictive or prohibitive like a cop. Hence it is christened – NetGenie.

A Complete Security Suite

The challenge here is to make an appliance simple to configure for a home user and yet give enough leeway to an advanced user to configure and customize the security as per his needs. The outcome of this design philosophy is NetGenie - a ready to use small appliance with retro looks, empowered with security features like firewall, Web and application filtering, anti-virus and intrusion prevention (IPS). While firewall, anti-virus and IPS keeps all unauthorized, malicious and harmful Internet traffic at bay, Web and application filtering have been customized to play the role of age sensitive Parental Controls.

Truly Plug-n-Play

NetGenie is a truly a Plug-n-Play security solution. Give in the Internet feed, Power it up and… Whoosh…. you go!

Did I tell you… you can connect to the Internet using any of the following?

- DHCP
- Static
- PPPoE
- USB

Threat-free Wi-Fi

With NetGenie, you can rest ensured that no one will be able to snoop into your Wi-Fi. It has been secured it from the inception. In the technical lingo, NetGenie is shipped with a preconfigured SSID and Network Security Key (password) which, if required, you can change. For the first time use, just check the appliance bottom and you will find the Network Security Key (password) there. In other words, you do not have to log in into the appliance to go hunting for the Wi-Fi password.

To add icing on the cake, you have Firewall, Anti Virus, Web and Application Filtering and Intrusion Prevention features to chaperonage your family as you surf the Internet.

Appliance that Communicates

As soon as you start surfing the Internet, you will be served with a splash page. This page is specifically designed to give you one-stop information about NetGenie's services. A click from this page can lead you to destinations like:

- NetGenie Security Features
- Continue surfing
- Benefits of NetGenie over other available products
- Appliance Registration page

- NetGenie's Web GUI
- You can choose not to see the page again too!

If you choose to log into NetGenie appliance, you will have a few more surprises awaiting for you. The GUI is colorful, fresh and vibrant. Here security is not painted in drab grey shades. The pages are refreshing and stimulating to look at. They are designed to encourage parents to access and experiment with the configurations to get the maximum mileage. The most common color codes like green and red are used to simplify the allowed and blocked sites respectively in Parental Controls section.

The Avatars, that you use to symbolize your family members, are designed to make you smile. Soon NetGenie will allow you to upload your kid's picture so that he can identify his user.

Age-Wise Easy Parental Controls

As soon as you log into NetGenie, you will land on the Family Protection page. This page is the heart of the appliance. From this page you can create the profiles of all your family members and choose what they will access and when. This feature will ensure that you do not have hover over your kids when they access the Internet.

Just grab the Age Slider… and you are done. With this you can now configure what Web and application your family members can access. The categorization database for Web and application is on the Cloud and it is always current and up-to-date to protect you against any emerging threat.

Once you have created users and you do not wish to login every time to surf, just White-List the device and the moment you open your browser… you are surfing.

Know it All through Logs and Reports

NetGenie provides extensive logs and reports of all Internet activities of all the users. This will enable you to see who has surfed what and at what time. This will enable you understand the Internet surfing pattern of your family members and tweak the security accordingly.

The logs and reports will also show you what kinds of threats are lurking over the Internet, trying to get into your home.

NetGenie – Secure your Family, Simply

NetGenie is the name of a quest, a journey to achieve ease of use and simplified security for home users. It is the beginning of a thrilling journey.

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Preface

Welcome to Cyberoam NetGenie User Guide.

Intended Audience

This guide is intended for home users with basic Internet knowledge.

Guide Organization

This guide gives you information about the administration of Cyberoam NetGenie Home appliance while helping you manage and customize NetGenie to meet your personalized Internet safety requirements.

This guide is organized in three parts:

Part 1 – Deploy your NetGenie

Part 2 – Protect your Family

Part 3 – What can NetGenie do for you

Typographic Conventions

All contents in this guide including text or screenshots follow the given list of conventions

Item	Convention	Example
Part titles	Bold and shaded font typeface	Family Protection
Topic titles	Shaded font typeface	Introduction
Subtitles	Bold & Black typeface	Notation conventions
Navigation link	Normal typeface	Family Protection → Device Whitelisting it means, to open the required page click on Family Protection then on Device Whitelisting
Notes and Prerequisites	Bold typeface between black borders	**Note**

Part 1: Deploy your NetGenie

Introduction

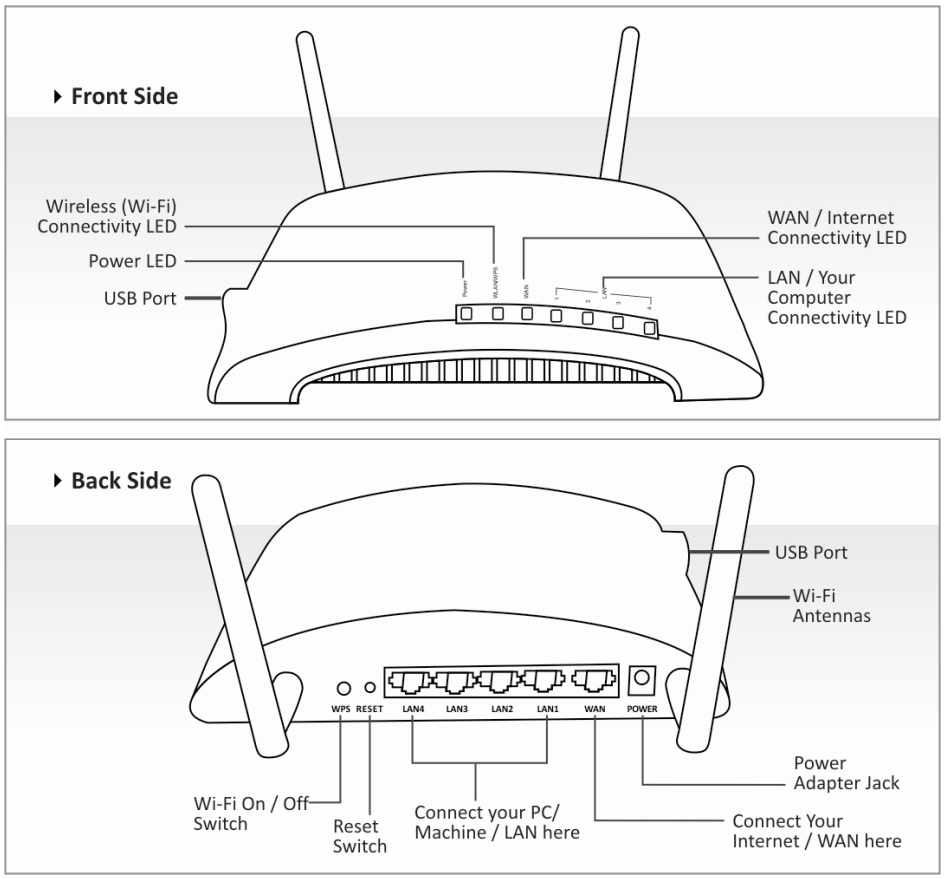
NetGenie offers a safe online experience for your whole family. Keep hackers, viruses and other intruders at bay while your family surfs the Internet. Use NetGenie's Parental Controls feature to protect your kids from harmful website content while managing their Internet time and experience. Get time and usage reports on your family's web activities. NetGenie also gives you the flexibility to perform the Administrator role using any Internet access device at home!

After unboxing your NetGenie, ensure that you have all these components available:

1. One (1) NetGenie Wireless Base Unit - NG11EH
2. Two (2) detachable Wi-Fi Antennas
3. One (1) RJ-45 Ethernet Cable
4. One (1) Power Adapter
5. Quick Start Guide

Please immediately contact your vendor if you find anything missing

Know your NetGenie



Defaults

- Default IP address to access NetGenie: http://10.1.1.1
- Default Username: admin
- Default Password: admin

Appliance Reset Button: To reset appliance to factory default settings, keep the reset key pressed for 5 seconds. While doing so, all past upgrades and configurations will be lost.

Surf using NetGenie

Prerequisites:
1. Internet connectivity through a DSL/Cable modem/Direct Internet Cable with RJ45 (Ethernet) connection or USB Modem.
2. At least one computer with an installed network interface adapter/wireless network adapter.
3. Internet browser.

Getting your NetGenie Ready

1. Before you begin surfing the Internet through NetGenie, you first need to assemble the appliance.
2. Screw in detachable Wi-Fi antennas in their respective jacks provided in the back panel.
3. Look out for a sticker at the bottom of the appliance containing the default wireless network name, technically known as SSID and a pass key specific for your appliance.
4. Plug one end of the power adapter into the socket on the back of the NetGenie Base Unit.
5. Plug the other end of the power adapter into the nearest main socket.
6. Before you access the Internet through NetGenie, make sure the power is switched on. The Power LED on the front panel should turn green.

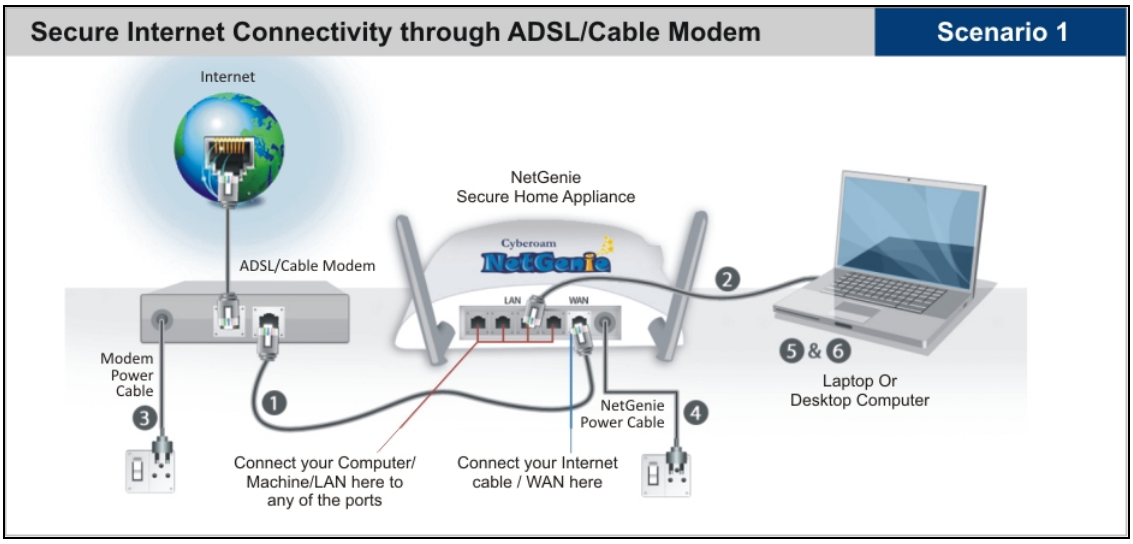
Note:
SSID and pass key pre-secure your wireless network from any unauthorized access attempts**.**
Please note down your pass key for future reference**.**

Identify your Home Internet Setup

Depending on your home network set-up, you can connect NetGenie to the Internet by referring to any of the following scenarios:

1. Through ADSL Cable Modem
2. Through Direct Cable
3. Through USB Modem
4. Over Wi-Fi

Wired Connection - Secure Internet Connectivity through ADSL/Cable Modem

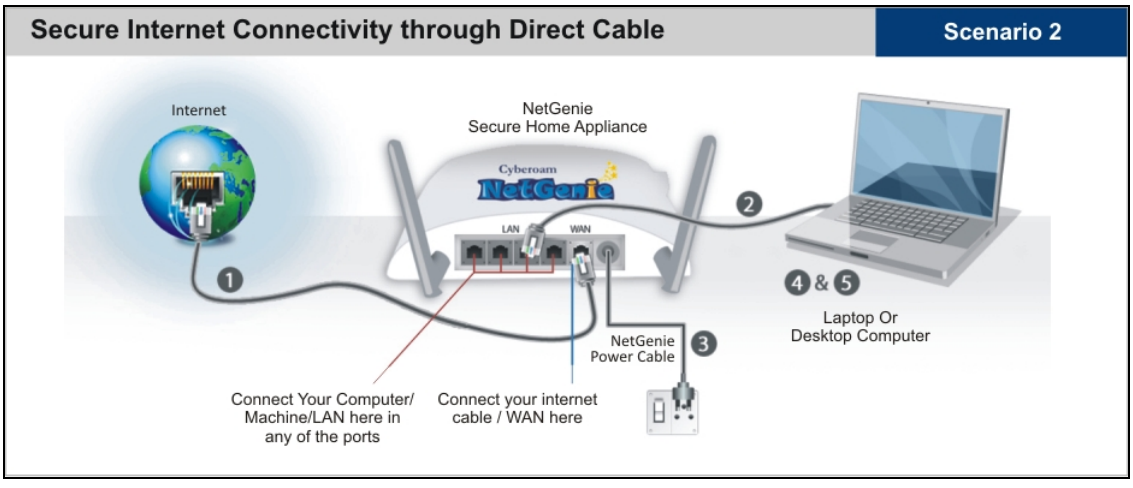


1. Unplug the cable that connects the ADSL Router/Cable Modem to your computer and plug it into the “WAN” NetGenie socket.
2. Use the RJ-45 Ethernet cable provided with the NetGenie appliance to connect your computer to any of the “LAN” NetGenie sockets.
3. Switch on your ADSL Modem/Cable Modem and wait till it connects to the Internet. The Internet LED on the ADSL modem will turn green and remain steady. If you are dialing the Internet from your computer, refer to the Configuring PPPoE section.
4. Switch on the NetGenie appliance. Wait till the “Power” LED and “WAN” LED turns green.
5. Switch on your computer now. NetGenie's “LAN” LED will turn green and remain steady.
6. Open your browser and start surfing the Internet. Your computer is now secured from online threats and malware with the Quick Security feature automatically turned on.

Note:
To configure age-appropriate Internet access for your family, refer the Family Protection section**.**

If you are unable to connect to the Internet after following above procedure, please revert to your original setup and visit Cyberoam’s support section at www.netgenie.net.

Wired Connection - Secure Internet Connectivity through Direct Cable

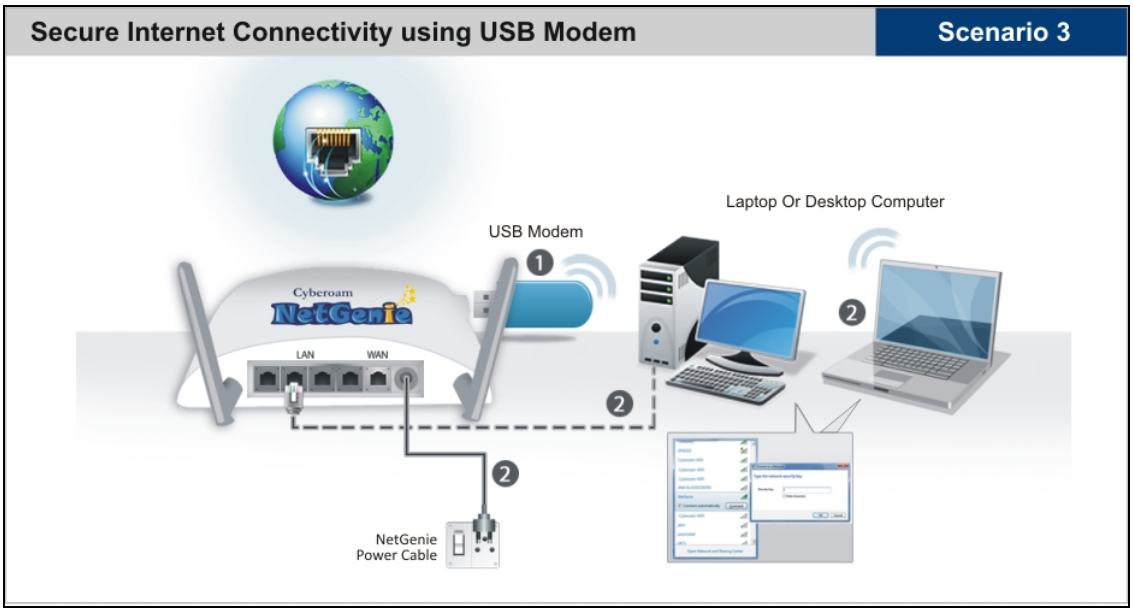


1. Unplug the Internet cable that connects to your computer and plug it into the “WAN” NetGenie socket.
2. Use the RJ-45 Ethernet cable provided with the NetGenie appliance to connect your computer to any of the “LAN” NetGenie sockets.
3. Switch on your NetGenie appliance. Wait till the “Power” LED and “WAN” LED turns green.
4. Switch on your computer now. NetGenie's “LAN” LED will turn green and remain steady.
5. Open your browser and start surfing the Internet. Your computer is now secured from online threats and malware with the Quick Security feature automatically turned on.

Note:
To configure age-appropriate Internet access for your family, refer the Family Protection section**.**

If you are unable to connect to the Internet after following above procedure, please revert to your original setup and visit Cyberoam’s support section at www.netgenie.net.

Wireless Connection - Secure Internet Connectivity using USB Modem



1. Plug a USB modem in the slot provided in the NetGenie appliance.
2. Use the RJ-45 Ethernet cable provided with the NetGenie appliance to connect your computer to any of the “LAN” NetGenie sockets and switch on the NetGenie appliance.

   OR

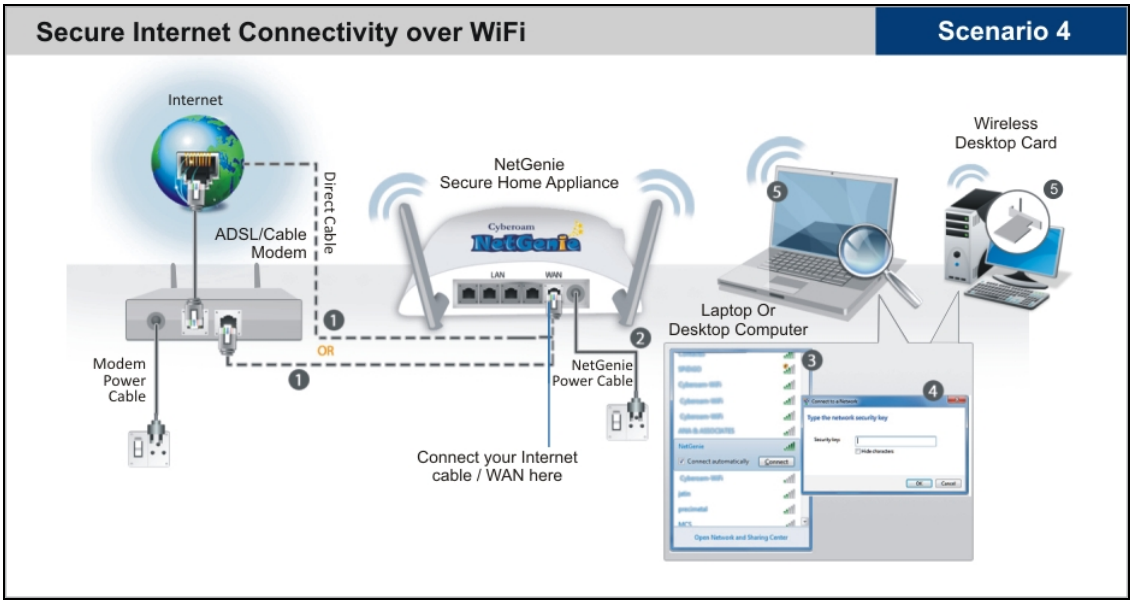
   Switch on the NetGenie appliance. If you are connecting to the Internet over Wi-Fi, start your laptop. Make sure your Wireless Network Adapter is enabled. Your laptop will automatically select the wireless network (also called SSID) named “NetGenie”.
3. Click the network icon in your machine's system tray (bottom-right of your screen) and Select “NetGenie”.
4. After selecting “NetGenie”, you will be asked to enter the exact Security/Pass Key printed on the sticker at the bottom of your appliance. This will connect you to the NetGenie appliance over Wi-Fi.
5. Enter the IP address: http://10.1.1.1 in the address bar and access NetGenie using your administrator credentials.
6. Go to **Network Settings** → **Internet**.
7. Select USB Modem and fill up the required details. Once the valid details are entered and configurations are applied, NetGenie will automatically connect to the Internet.

8. Open your browser and start surfing the Internet. Your computer is now secured from online threats and malware with the Quick Security feature automatically turned on.

Note:
To configure age-appropriate Internet access for your family, refer the Family Protection section.

If you are unable to connect to the Internet after following above procedure, please revert to your original setup and visit Cyberoam's support section at www.netgenie.net**.**

Wireless Connection - Secure Internet Connectivity over Wi-Fi



1. Use the cable that comes with your NetGenie appliance to connect it to the ADSL Router/ Cable Modem.
2. Insert one end of the cable in the "WAN" NetGenie socket and the other end in your modem "LAN".
3. In case of Direct Cable Internet, please connect it straight to the NetGenie "WAN" socket. If you are dialing the Internet from your computer, refer to the Configuring PPPoE section.
4. Switch on your NetGenie appliance. Wait till the "Power" LED and "WAN" LED turns green and for the "WLAN/WPS" LED to turn green and stabilize.
5. Start your laptop. Make sure that your Wireless Network Adapter has been enabled. Your laptop will automatically detect the wireless network (also called SSID) named "NetGenie".
6. Click the network icon in your machine's system tray (bottom-right of your screen) and select "NetGenie".
7. After selecting "NetGenie", you will be asked to enter the exact Security/Pass Key printed on the sticker at the bottom of your appliance. This will connect you to the NetGenie appliance over Wi-Fi.
8. Open your browser and start surfing the Internet. Your computer is now secured from online threats and malware with the Quick Security feature automatically turned on.

Note:
Please turn off your router's Wi-Fi, to avoid any security breaches**.**

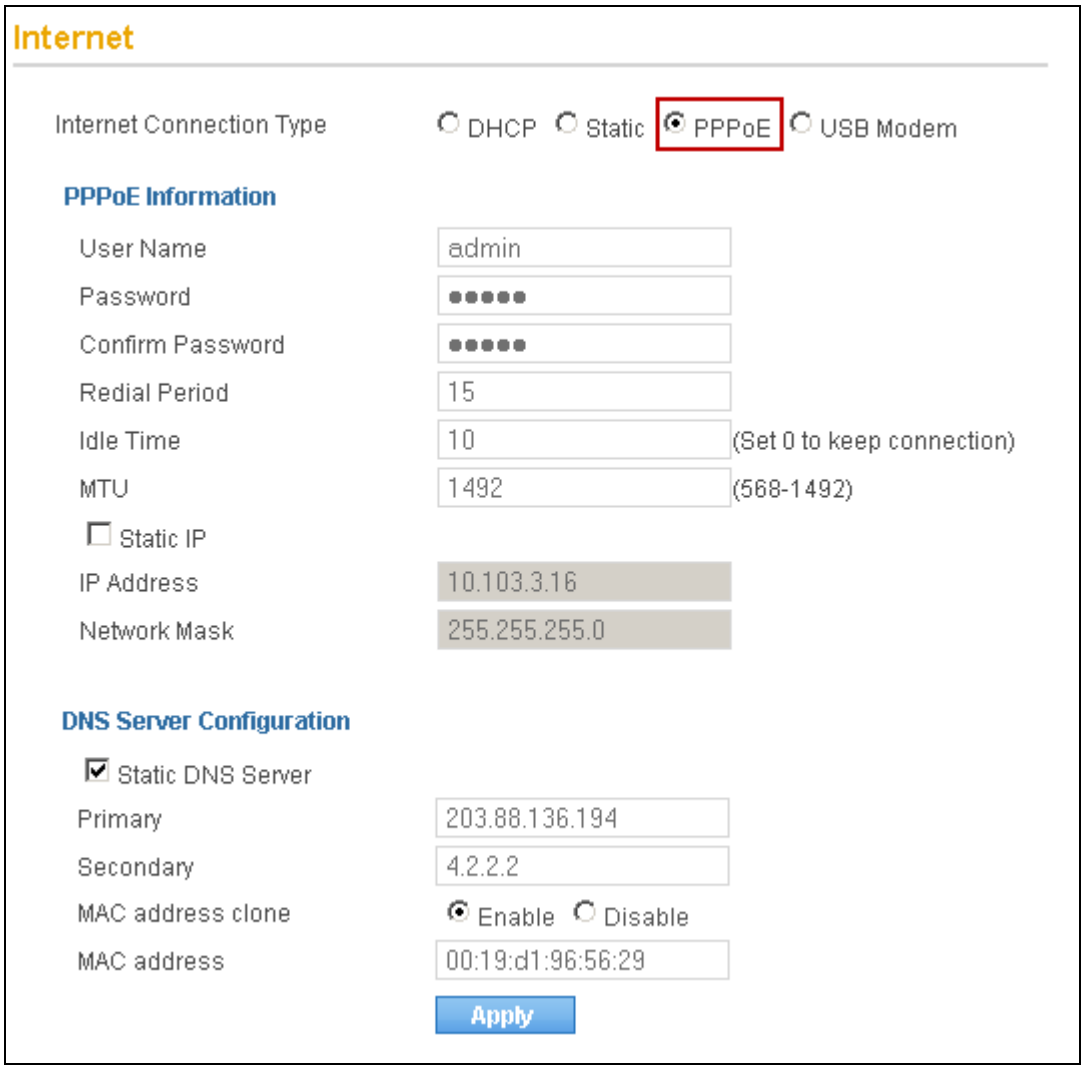
Configuring PPPoE

PPPoE (Point-to-Point Protocol over Ethernet) is used when you dial up to connect to the Internet

through a broadband connection. This section is only relevant to you if need to dial up the Internet from your machine.

(You will need your Username and Password for connecting to the Internet. Please contact your ISP if you lose them.)

Go to **Network Settings** → **Internet**, select Internet connection type as PPPoE and fill up the required details.



Screen- Configure PPPoE

Screen Elements	Description
Internet Connection Type	PPPoE
PPPoE Information	
Username	Specify username provided by your ISP.
Password	Specify password.
Confirm Password	Confirm the password.
Redial Period	Specify the time after which redialing should be attempted.
Idle Time	Specify idle time. Connection will drop after the configured inactivity time and the user will be forced to re-login.

MTU	Specify MTU value (Maximum Transmission Unit) MTU is the largest physical packet size in bytes that can be transmitted in a network. This parameter becomes an issue when networks are interconnected and have different MTU sizes. Any packets larger than the MTU value are divided (fragmented) into smaller packets before being sent over. Default - 1492 Input range - 568 to 1492
Static IP	Select the checkbox to bind a static IP address with the NetGenie appliance.
IP Address	Specify IP address.
Network Mask	Specify network mask.
DNS Server Configuration	
Static DNS Server	Select the checkbox to configure static DNS server.
Primary	Specify IP address of primary DNS server.
Secondary	Specify IP address of secondary DNS server.
MAC Address Clone	Enable this to create a clone of your router's IP address.
MAC Address	Specify MAC address of your router to be cloned.

Table - Configure PPPoE Screen Elements

Configuring USB Modem

You need to configure USB modem when you connect to the Internet through a data/fax/voice modem.

Go to **Network Settings** → **Internet**. Select Internet connection type as USB and fill up the required details.

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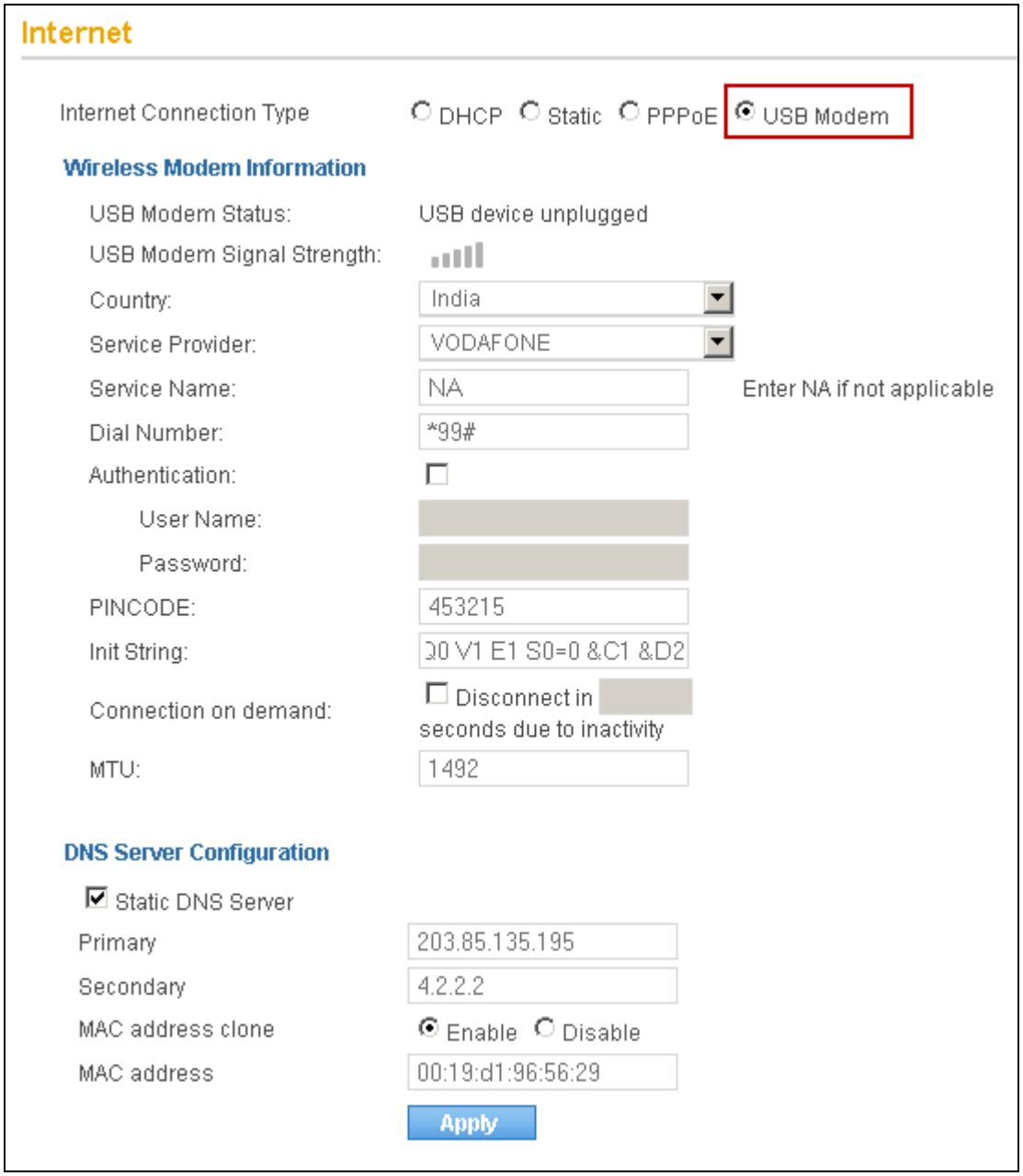


Screen- Configure USB Modem

Screen Elements	Description
Internet Connection Type	USB Modem
Wireless Modem Information	
USB Modem Status	Status of USB modem. Possible status: Plugged Unplugged
USB Modem Signal Strength	Signal strength of plugged USB modem.
Country	Select the Country.
Service Provider	Select the service provider name
Service Name	Specify name of the service if required.
Dial Number	Dial number of the selected service provider.

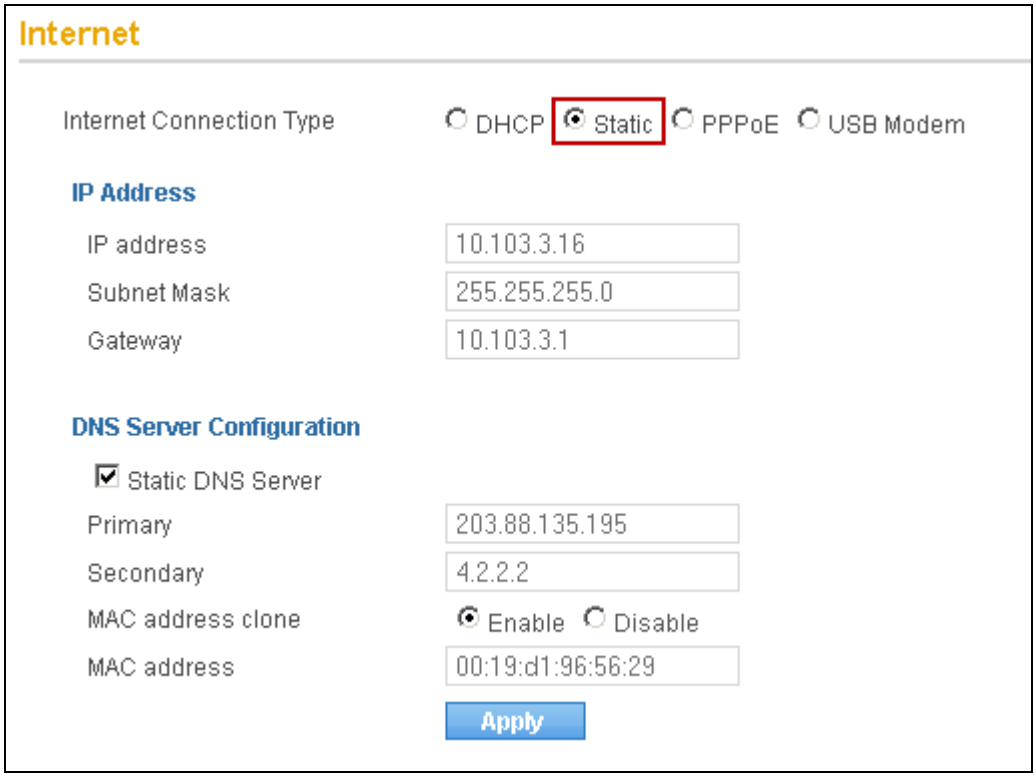
Authentication	Select the checkbox if you want to enable authentication for your USB modem.
Username	Specify the username if you have enabled authentication for your USB modem.
Password	Specify password.
Pincode	Specify the pin code of your area.
Init String	Specify initialization string for your USB modem, if required.
Connection on Demand	Select the checkbox against 'Disconnect in' and specify the value in seconds. Connection will drop after the configured inactivity time and user will be forced to re-login.
MTU	Specify MTU value (Maximum Transmission Unit) MTU is the largest physical packet size, in bytes that can be transmitted in a network. This parameter becomes an issue when networks are interconnected and the networks have different MTU sizes. Any packets larger than the MTU value are divided (fragmented) into smaller packets before being sent over. Default - 1492 Input range - 568 to 1492
DNS Server Configuration	
Static DNS Server	Select the checkbox to configure static DNS server.
Primary	Specify IP address of the primary DNS server.
Secondary	Specify IP address of the secondary DNS server.
MAC Address Clone	Enable this to create a clone of your router's IP address.
MAC Address	Specify MAC address of your router that has to be cloned.

Table- Configure USB Modem Screen Elements

Configuring Static Internet Connection

You need to configure static Internet connection if your ISP has assigned an IP address to your network.

Go to **Network Settings** → **Internet**. Select the Internet connection type as "Static" and fill up the required details.



Screen- Configure Static Internet Connection

Screen Elements	Description
Internet Connection Type	Static
IP Address	
IP Address	Specify IP address provided by your ISP.
Subnet Mask	Specify subnet mask of your network.
Gateway	Specify gateway IP address for your network.
DNS Server Configuration	
Static DNS Server	Select the checkbox to configure static DNS server.
Primary	Specify IP address of primary DNS server.
Secondary	Specify IP address of secondary DNS server.
MAC Address Clone	Enable to create clone of your router's IP address.
MAC Address	Specify MAC address of your router to be cloned.

Table- Configure Static Internet Connection Screen Elements

Access Internet

Congratulations!!! If you are reading this, it means you have installed NetGenie successfully. Now simply open a new browser window and enter any website URL in the address bar. Enjoy safe surfing with NetGenie.

Part 2: Family Protection

This section describes how to access and configure NetGenie security features to ensure threat free Web surfing for your entire family. It contains the following sub-sections:

- Access NetGenie
- Register NetGenie
- Set System Time
- Add User
- User Internet Access

Access NetGenie

After successful deployment, NetGenie needs to be configured to enable parental controls.

Enter the IP address http://10.1.1.1 in address bar and log in using default username 'admin' and password 'admin'.

Screen –Login

Screen Elements	Description
Username	Specify user login name. If you are logging in for the first time after deployment, please use default username 'admin'.
Password	Specify password. If you are logging in for the first time after deployment, please use default password 'admin'.
Log in button	Click to log in into NetGenie

Table – Login screen elements

Note:
It is recommended to change admin password of NetGenie as soon as you log in. This is a preventive measure to avoid unauthorized use of NetGenie.

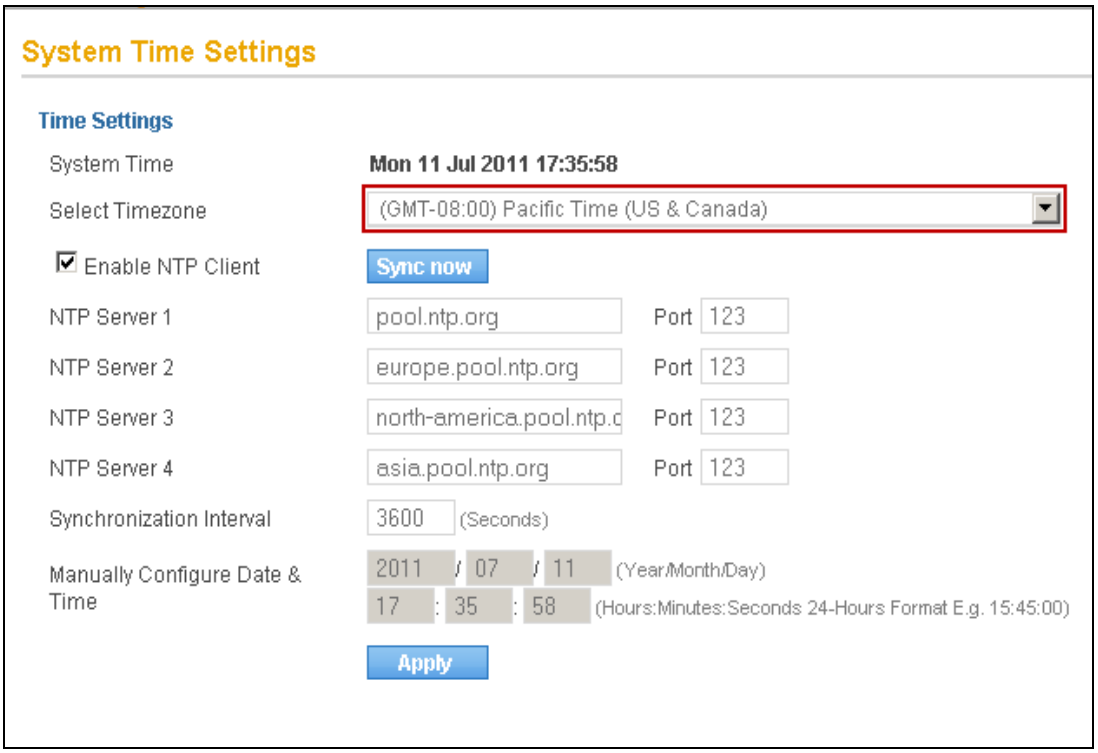
Log out procedure

To avoid unauthorized users from accessing NetGenie, log out after you have finished working. This will end your session and mark your exit from NetGenie.

Set System Time

You need to update your local time zone in order to prepare time schedules for accessing the Internet and generating time-based reports.

Go to **System →Time** to update your time zone.



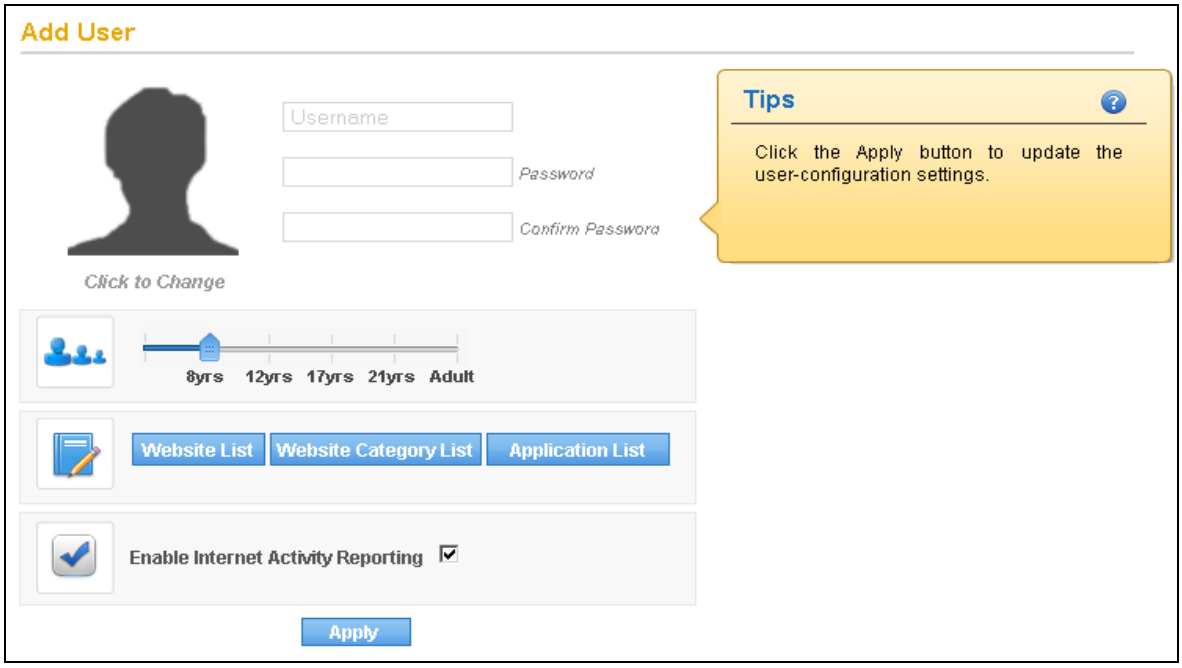
Screen – System Time Settings

Screen Elements	Description
System Time	Displays NetGenie's current time
Select Time Zone	Selects local time zone from drop down menu
Enable NTP Client	Checks to enable NTP (Network Client Protocol) client
Sync Now	Clicks to synchronize system time with configured NTP server
NTP Server 1,2,3,4 and Port	Displays NTP server's domain name and port if NTP client is enabled
Synchronization Interval	Displays time interval in seconds to synchronize with NTP server
Manually Configure Date and Time	You can manually set system date and time if you do not want to use NTP clients. Specifies date and time in yyyy/mm/dd format and hh:mm:ss format respectively

Table – System Time Settings screen elements

Add User

You need to add your family members in order to give age-appropriate Internet access to them.
Go to **Family Protection → Add User**.



Screen – Add User

Screen Elements	Description
Username	Specify the name of the individual for whom you wish to customize Internet access
Password	Specify a password. Re-enter your password in the Confirm Password field.
Image icon	Click to change the picture for a family member
Age Slider bar	Drag the slider bar to reflect the appropriate age for any of your family members. This selection will block any websites and applications deemed inappropriate for them. Available options: 0 - 8 Years (Kids) 9 -12 Years (Pre-Teen) 13 -17 Years (Teen) 18 - 21 Years (Young Adults) 22 - Adult
Website List	Click to allow or block any specific website(s) for the user.
Website Category List	Click to view and customize access to specific web categories for the user.
Application List	Click to view and customize access to specific applications for the user.
Enable Internet Activity Reporting	Click to log and report Internet activities of a user.
Apply	Click to save the changes.
Tips	Displays help text to configure the user settings.

Table – System Add User screen elements

Note:
Family members under 8 years of age might not be able to remember their password. Hence, we recommend that you omit specifying a password for them by simply leaving the password fields blank.

Website List

Enter one or more websites to be allowed or blocked for the user and click **OK** to save the changes.

This section is used to customize NetGenie Web protection for the specific user.

E.g.

Your 15-year old daughter shows interest in visiting a particular computer security forum, which is blocked as per her age-appropriate Internet access settings. You can override these settings to allow her access to that particular website using Website List.

Screen – Website List

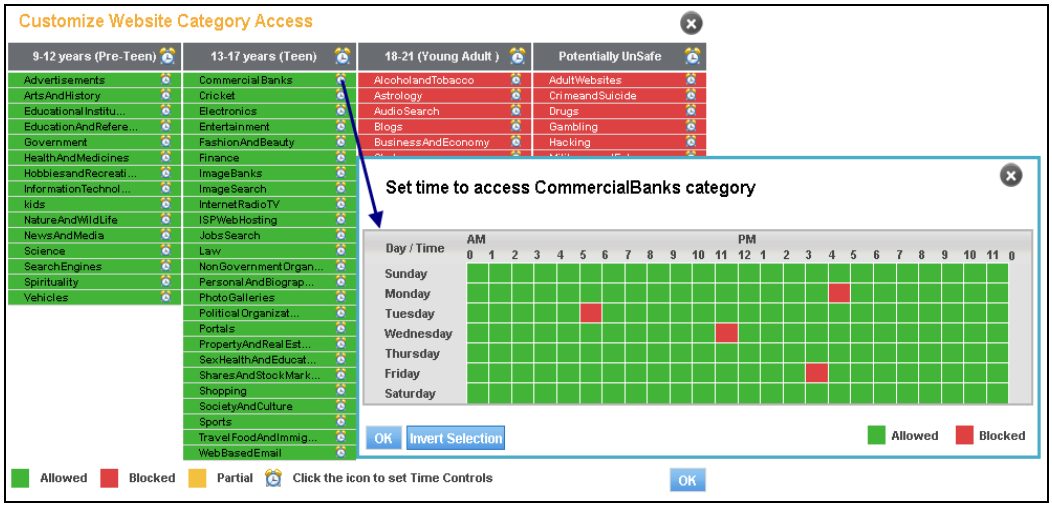
Note:
For family members under 8 years of age, only select websites are allowed.

Website Category List

As and when the need arises, you can customize the list of websites allowed and denied to a specific user.

For this, click Website Category List icon to view, allow or block a specific website category.

You can also use this page to configure schedule-based Website category access.



Screen – Website Category List

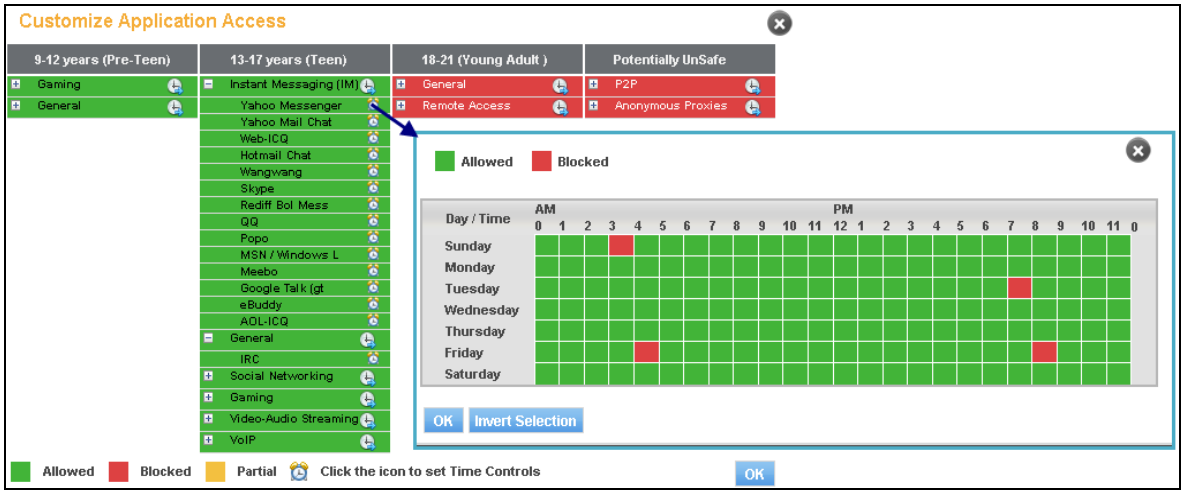
Application List

As and when required, you can customize the list of applications allowed and denied to a specific user.

For this, click Application List icon to view, allow or block a specific application category.

Expand the application tree to allow or block any specific application.

You can also use this page to configure schedule-based application or application category access.

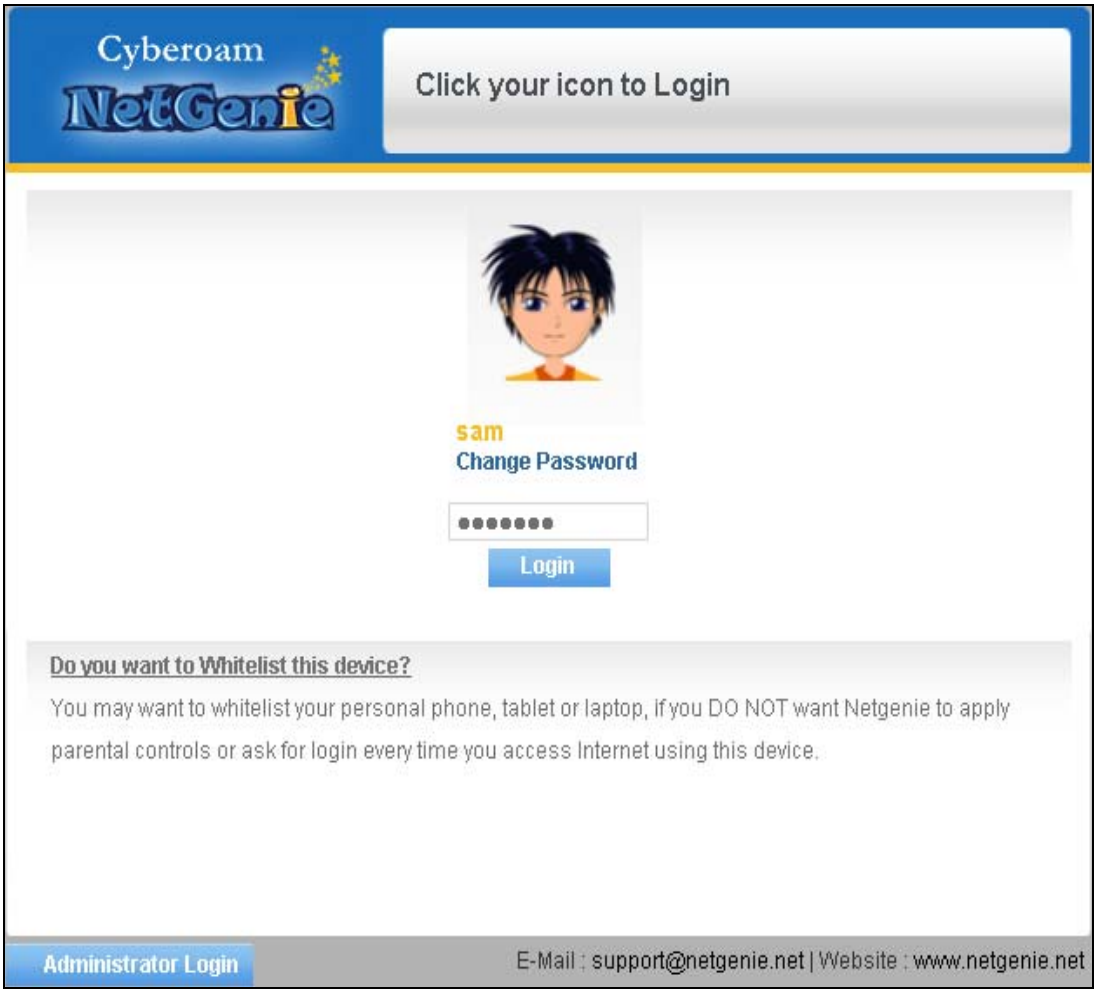


Screen – Application List

User Internet Access

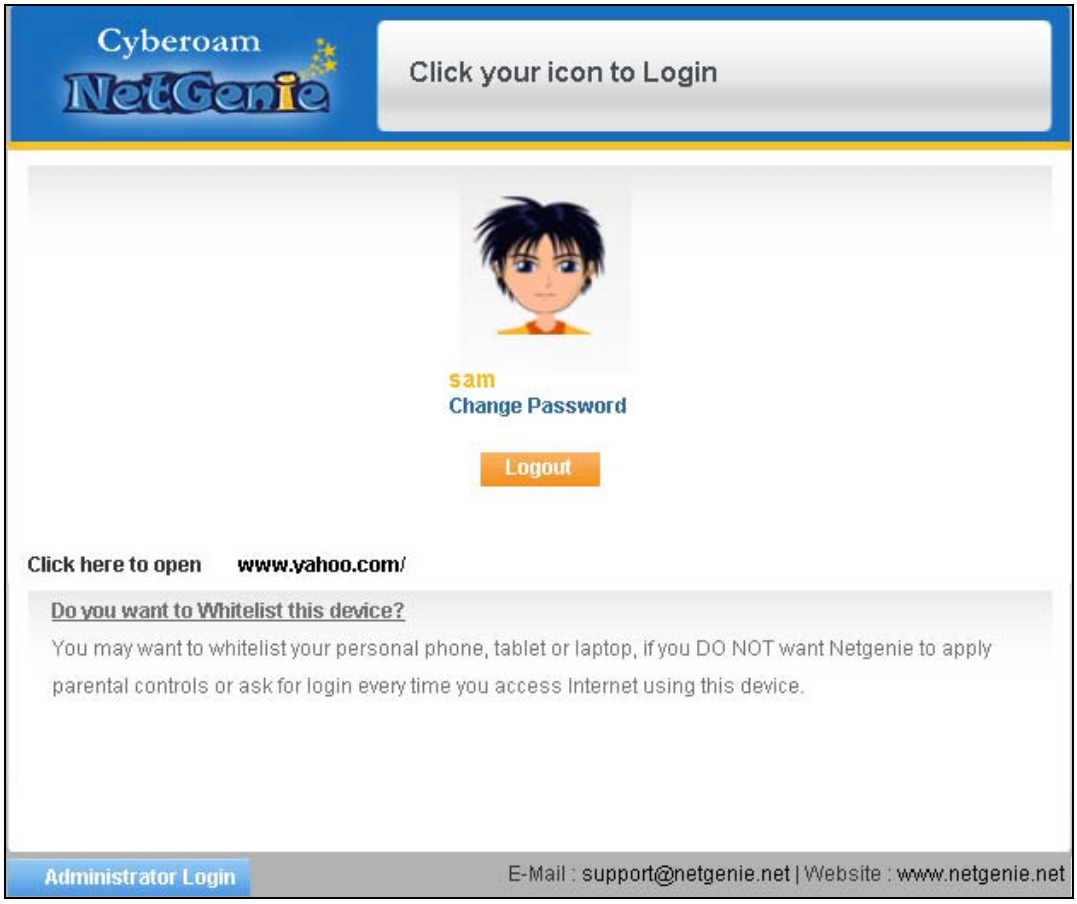
Open a new browser window and enter any website URL in the address bar. It will lead to an authentication screen.

Click the given image icon to log in and specify your password to proceed further.


Cyberoam
NetGenie
Click your icon to Login
sam
Change Password
Login
Do you want to Whitelist this device?
You may want to whitelist your personal phone, tablet or laptop, if you DO NOT want Netgenie to apply parental controls or ask for login every time you access Internet using this device.
Administrator Login
E-Mail : support@netgenie.net | Website : www.netgenie.net

Screen – User Login

Note:
Password is mandatory for family member(s) above 8 years of age.


Cyberoam
NetGenie
Click your icon to Login
sam
Change Password
Logout
Click here to open www.yahoo.com/
Do you want to Whitelist this device?
You may want to whitelist your personal phone, tablet or laptop, if you DO NOT want Netgenie to apply parental controls or ask for login every time you access Internet using this device.
Administrator Login
E-Mail : support@netgenie.net | Website : www.netgenie.net

Screen – Successful User Login

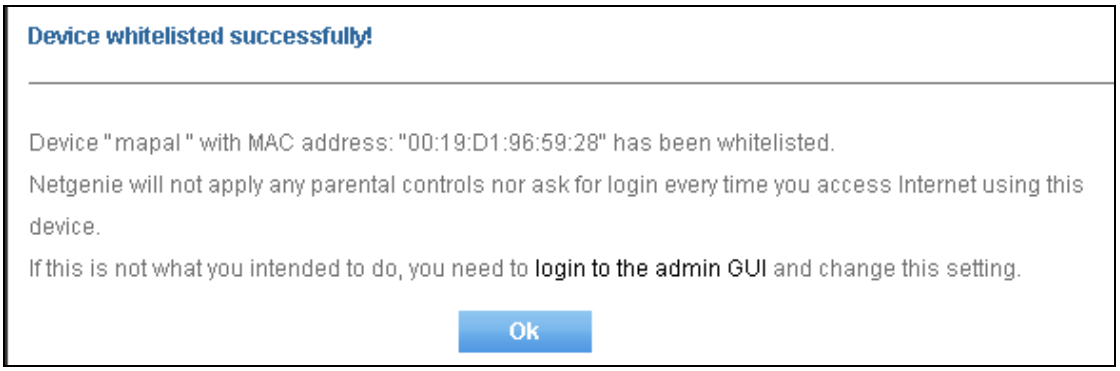
Click the link Do you want to Whitelist this device? if you do not want NetGenie to apply parental controls or ask for login every time you access Internet using this device.

Provide your NetGenie administrator credentials and click Proceed to Whitelist the device.

Cyberoam NetGenie
Click your icon to Login
sam
Change Password
Logout
Click here to open www.yahoo.com/
Do you want to Whitelist this device?
You may want to whitelist your personal phone, tablet or laptop, if you DO NOT want Netgenie to apply parental controls or ask for login every time you access Internet using this device.
Give Permission to Whitelist this device:
mapal
Admin Username
admin
Password
Proceed
Administrator Login
E-Mail : support@netgenie.net | Website : www.netgenie.net

Screen – Device Whitelist

Note:
Administrator credentials are required to Whitelist the device.


Device whitelisted successfully!
Device "mapal" with MAC address: "00:19:D1:96:59:28" has been whitelisted.
Netgenie will not apply any parental controls nor ask for login every time you access Internet using this device.
If this is not what you intended to do, you need to login to the admin GUI and change this setting.
Ok

Screen – Successful Device Whitelist

Part 3: What can NetGenie do for you?

This section explains various useful scenarios through which NetGenie is able to ensure safe Internet experience for home users.

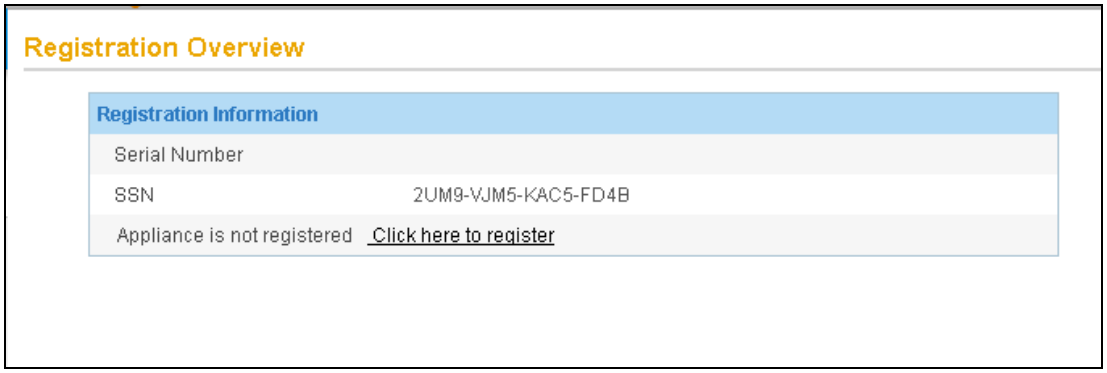
Registration

NetGenie registration is required to avail support subscriptions offered by NetGenie.

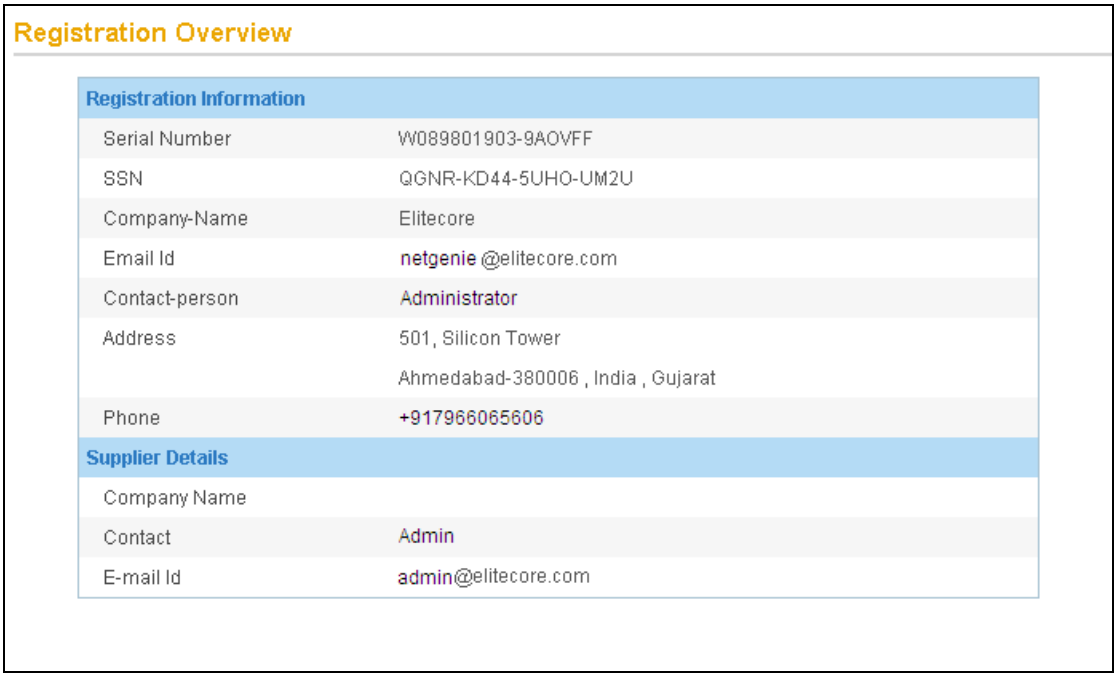
- **Why do I need to register my appliance and how do I do it?**

  You need to register your NetGenie appliance in order to avail of the following facilities and subscriptions offered by NetGenie:
  - Phone and Email support with extended hardware warranty
  - Access to Customer Portal

  To register your appliance,
  1. Log in to NetGenie with administrator credentials.
  2. Go to **System → Registration**.
  3. Click the link given below SSN (Serial Number – Unique number associated with your NetGenie appliance). It will redirect you to customer.netgenie.net.
  4. Please follow the instructions given on screen to register your NetGenie appliance.



Screen – Appliance Registration



Screen – Registered Appliance

Internet Access

This section depicts various Internet access scenarios through NetGenie.

- **Is it mandatory to create a user in NetGenie in order to access Internet?**

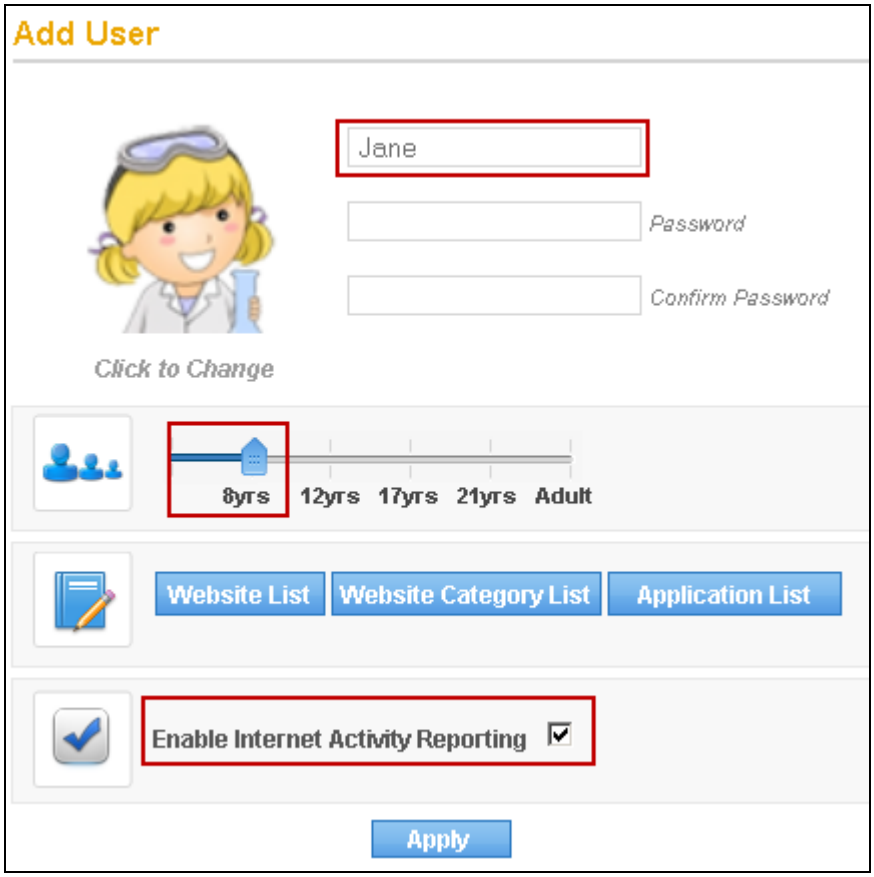
  No, you do not need to create user(s) in NetGenie unless you want to implement age-appropriate Internet access and parental controls for individual(s).

- **How can I access and configure my NetGenie appliance?**

  NetGenie can be accessed and configured using its web-based user interface.
  Refer to Defaults section for NetGenie's default IP address and administrator credentials.

- **How do I give safe Internet access to my 7-year-old daughter Jane?**

  Follow the steps given below:
  1. Log in to NetGenie with administrator credentials.
  2. Go to **Family Protection** → **Add User**.
  3. Specify Username, i.e. name of your daughter - Jane
  4. Drag the age slider bar to 8 years
  5. Enable Internet Activity Reporting if you want to keep track of websites accessed by the user Jane.
  6. Click **Apply**.



Screen – Add User

- **Is password mandatory for family members of all age groups?**

  No, family members under 8 years of age might not be able to remember their password. Hence, having one is not mandatory for these users.

- **Which websites will be accessible by default to my 6 year old?**

  The following list of websites is accessible by default to users under 8 years of age:
  1. www.preschoolcoloringbook.com
  2. www.learningplanet.com
  3. www.kids.discovery.com
  4. www.kids.nationalgeographic.com
  5. www.kids.yahoo.com

  You can always add any other appropriate websites, which you feel, are safe for small children by referring to the Website List.

- **Will all my family members receive authentication page every time they try to access Internet through NetGenie?**

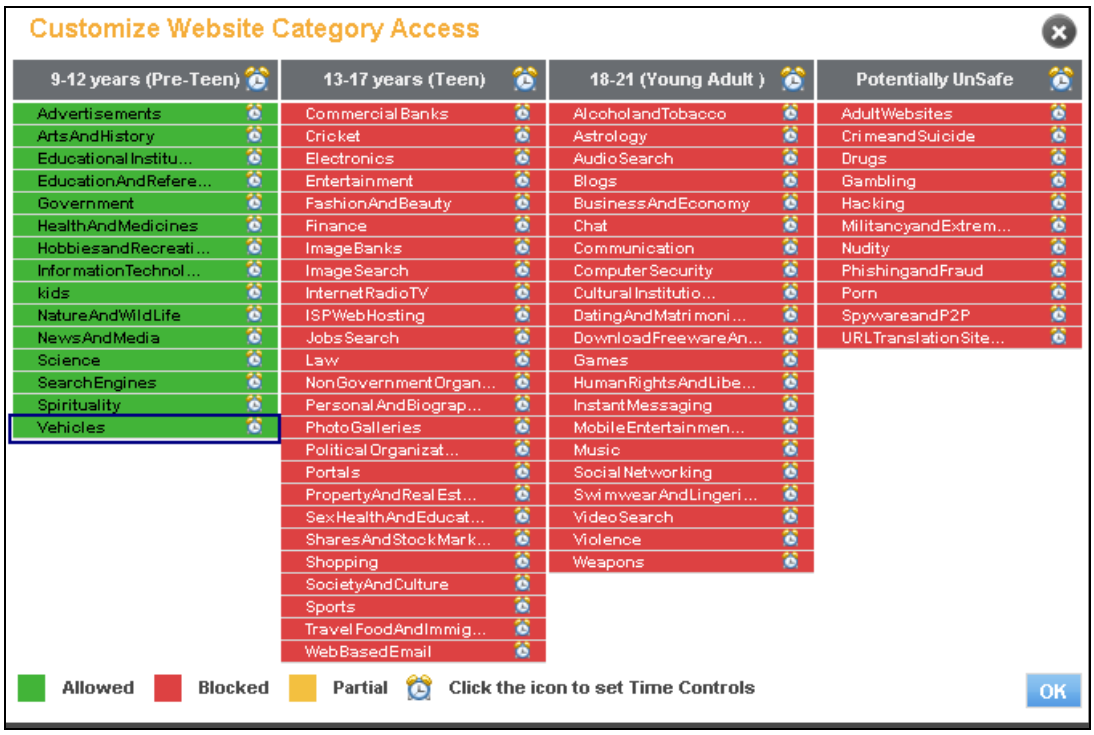
  Yes, if a user has been created for any of your family members, they will be required to authenticate every time they try to access the Internet using NetGenie. It is however possible to whitelist the device(s) in order to skip the authentication page but that would mean you would not be able to apply parental controls or view user-based logs and reports.
  Cyberoam recommends user authentication if parents want to have complete visibility of their children's Internet activities.

- **Do I need to manually add each website, which I want to be allowed for my kid?**

  No, NetGenie's Web categorization has been purpose-built to serve the Internet security needs of users belonging to different age groups. You only have to configure age-appropriate Internet access for your child in order to ensure safe Internet surfing.

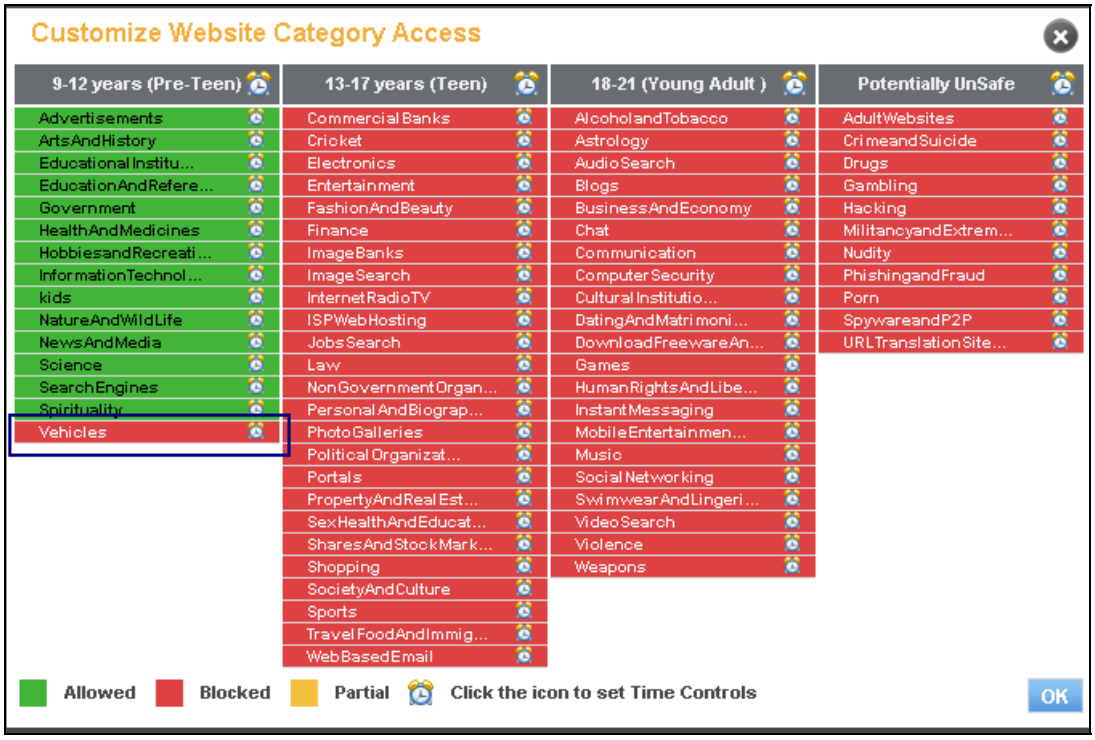
- **How can I customize Website category access for a specific user?**

1. Log in to NetGenie with administrator credentials.
2. Select the user for whom you want to edit Website category access settings.
3. Click Website Category List to allow or block website categories. The page given below represents website category access using different color schemes.
   - Green – Allowed Web categories
   - Red – Blocked Web categories
   - Yellow – Partial schedule-based access



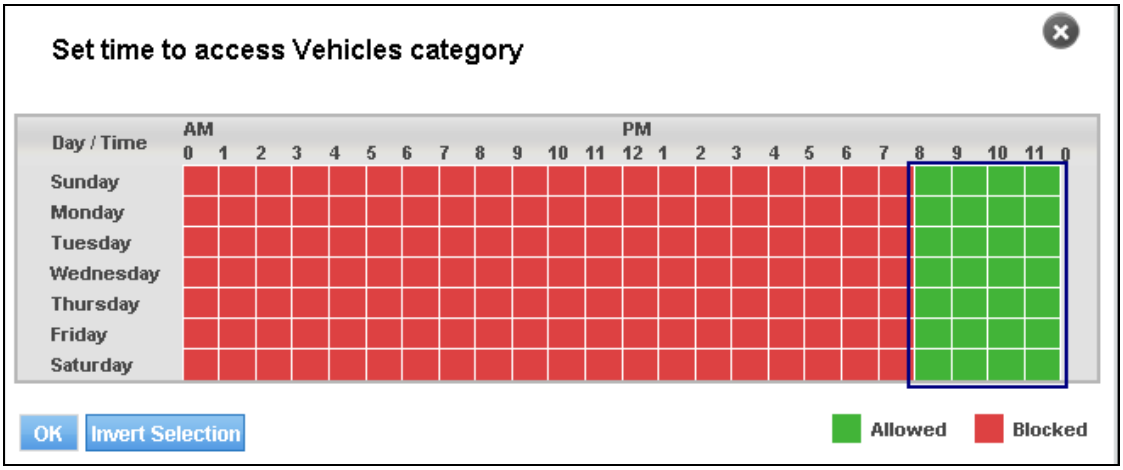
Screen- Website Category List

4. Click the Website category, which you want to allow or block.

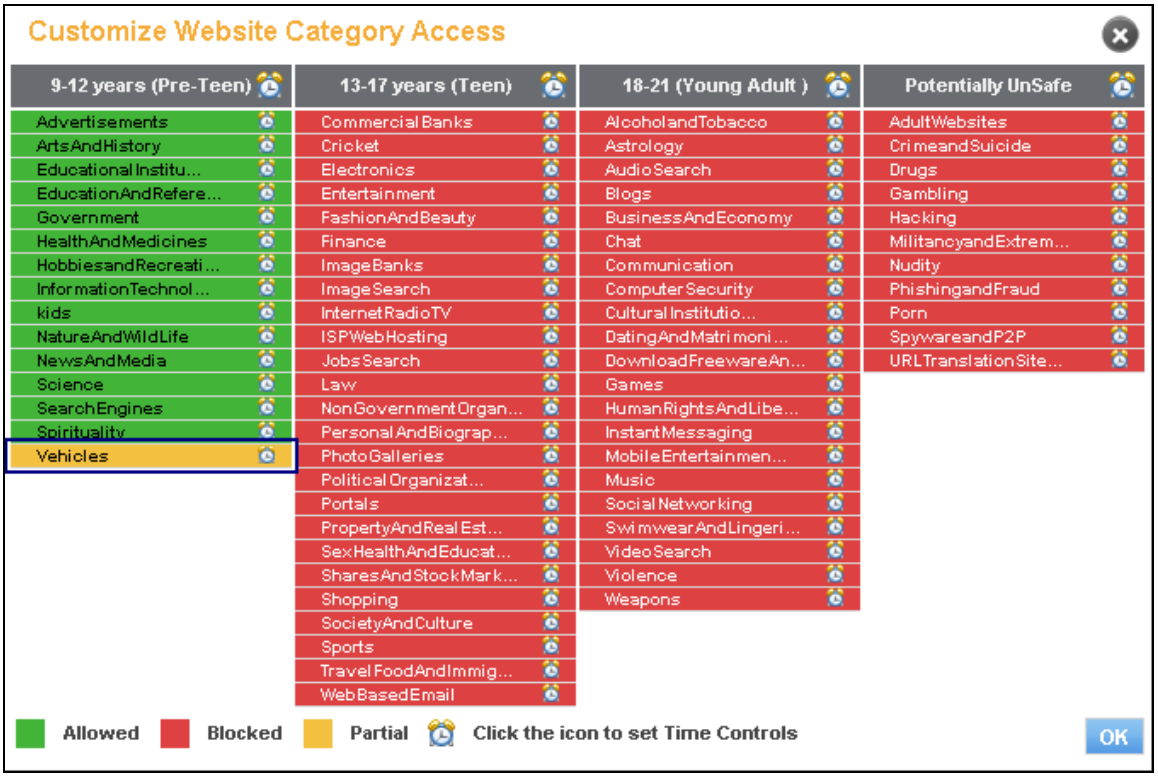


Screen- Block Website Category

5. Click to configure time-based Internet access.



Screen- Schedule Website Category Access



Screen- Customized Website Category Access

- **I want my daughter to be allowed access to www.facebook.com but I do not want her to access other social networking websites. Is it possible?**

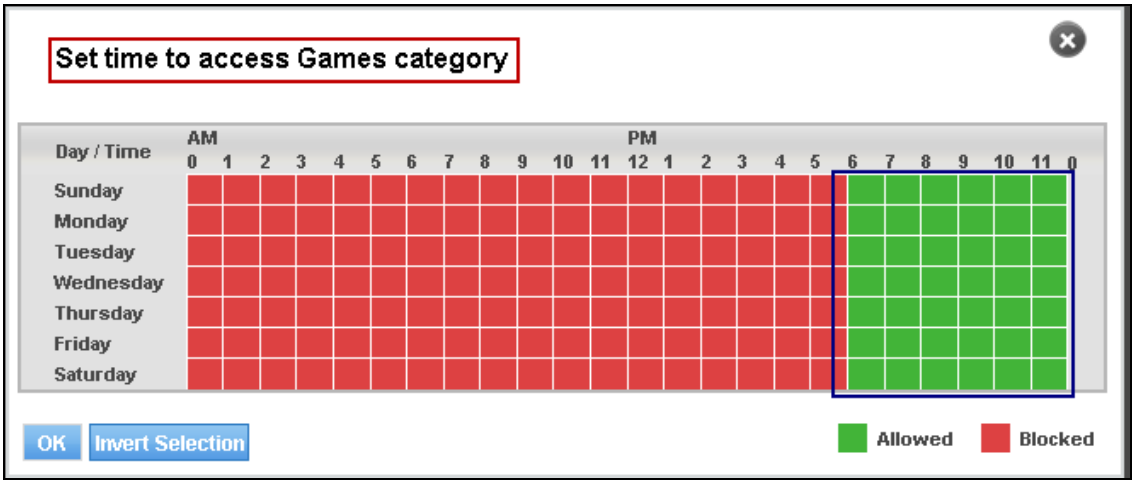
  1. Log in to NetGenie with administrator credentials.
  2. Add or Edit the user that has been created for your daughter.
  3. Click Website List, specify www.facebook.com under Allow Websites list and click **OK** to save changes in Website access.
  4. Click Website Category List , block Social Networking web category and click **OK** to save changes in Website Category.
  5. Click **Apply** to save over all access changes.

- **I want to allow my son accessing game sites in my presence only i.e. when I am at home in the evening. What should I do?**

  OR

  How can I apply time-based Internet access?

  You can configure time-based access for Games Web category.
  1. Log in to NetGenie with administrator credentials.
  2. Add or edit the user that has been created for your son.
  3. Click Web Category List to edit access settings.
  4. Click against Games category to apply time-based access.
  5. Click the time slots between 6 PM to 11 PM. It will turn green.
  6. Click **OK** to save the changes.

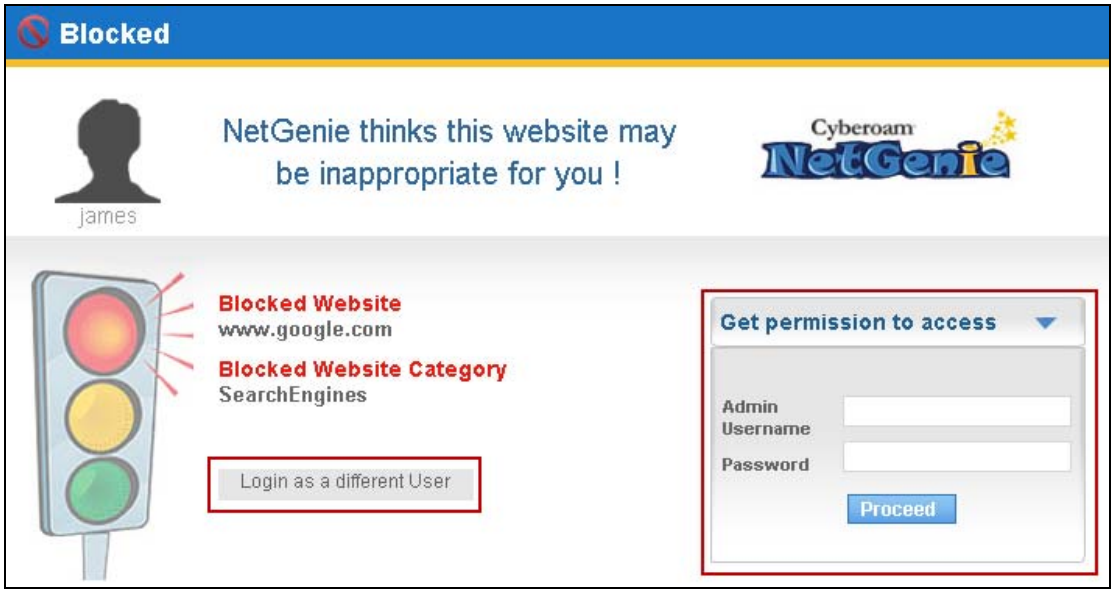


Screen – Time based Web Category Access

- **I'm receiving "Blocked Website" message when I try to access www.google.com through NetGenie. Is there any way one can allow access to the blocked website(s) from the authentication page?**

  NetGenie displays a "Block Website" message if it finds any content of specified websites inappropriate for your age group.

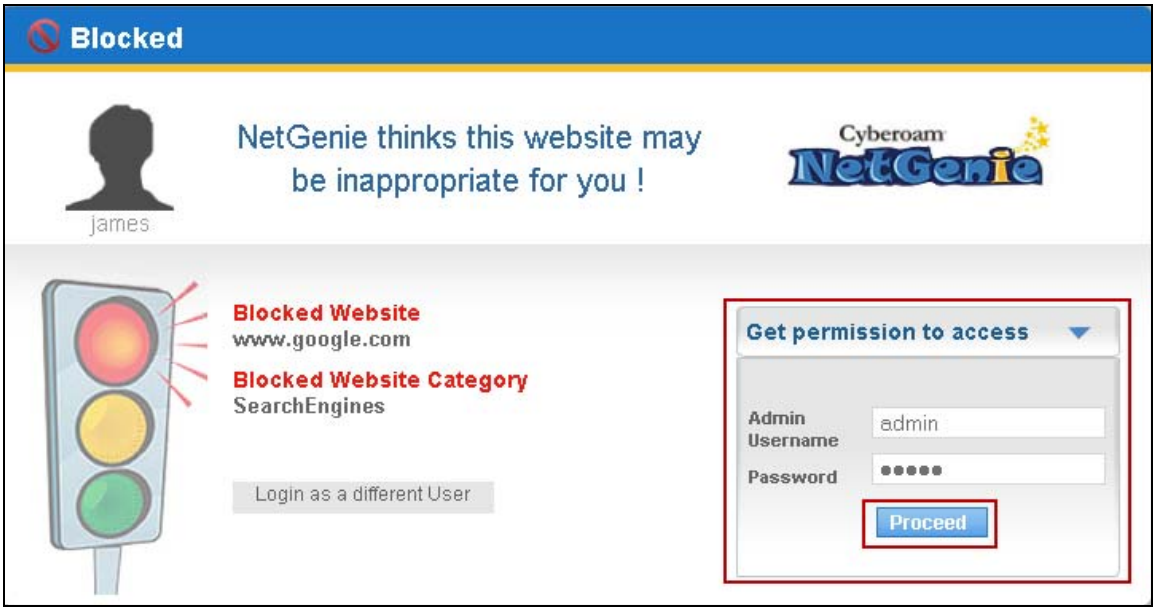
  The error page reflects NetGenie's Web categorization for the given URL, which helps users understand the reason why it was blocked. However, if you feel that the specified website is not potentially harmful, you can access it by logging in as a different user or acquiring permission from the administrator who can use his/her administrator credentials to give you access.



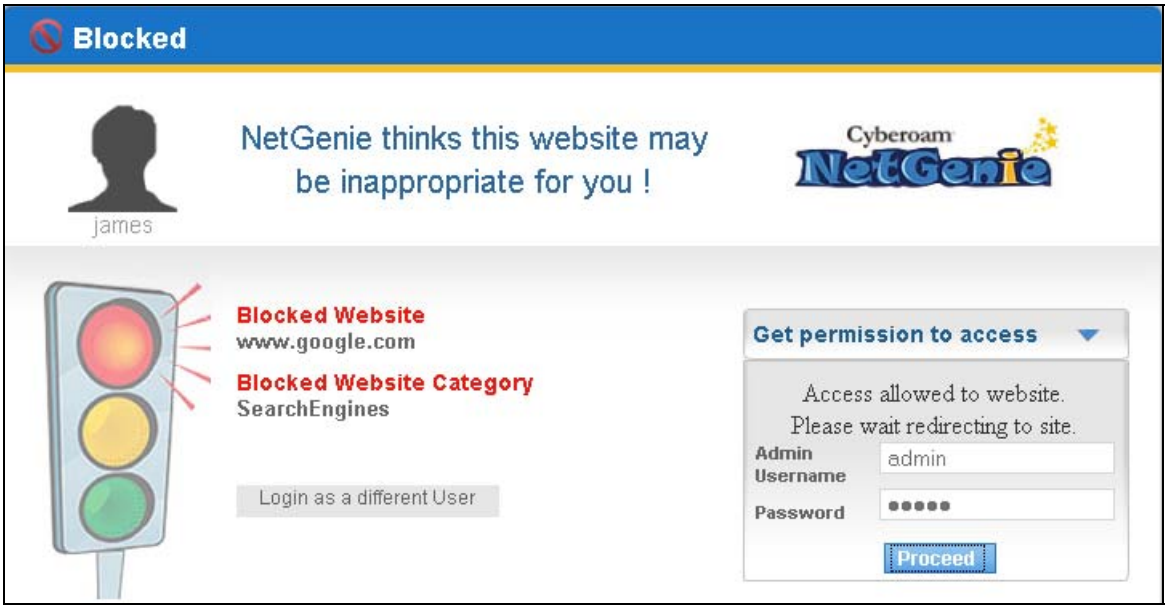
Screen – Access Blocked Website

The following steps allow you to access the blocked website(s) using administrator credentials:

1. Specify administrator username and password.
2. Click **Proceed**.



Screen – Administrative Credentials



Screen – Website Redirection

- **I want to know the categorization for a Website. Is there any way to know the same using NetGenie?**

  Yes, NetGenie's Search Category feature allows you to find out the categorization for any given website URL.

  1. Log in to NetGenie with administrator credentials.
  2. Go to **Family Protection → Search Category**.
  3. Specify the website URL in the given textbox.
  4. Click **Search** to find out the categorization of the specified website URL.

  The search result displays userwise allow/block status of a specified Website URL.

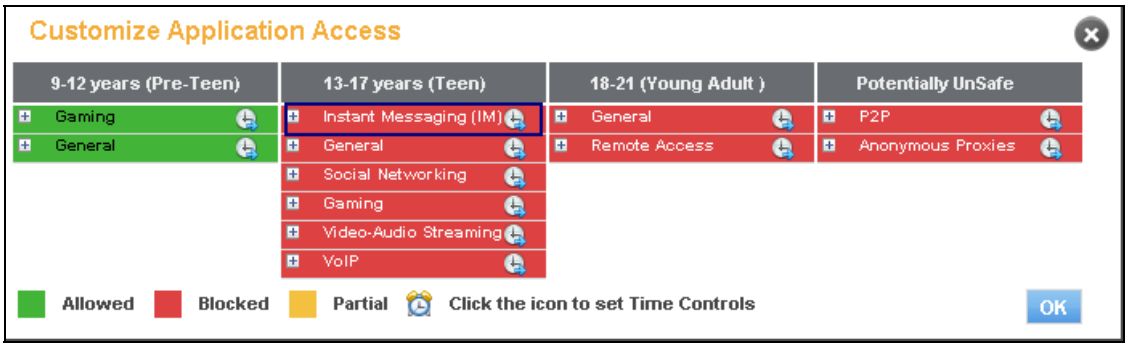
Screen – Search Category

Once you find out the Web category for a specific Website, you can apply time-based controls over that category.

- **I want to allow only Yahoo Messenger to my 10- year- old daughter that too in the evening between 6 to 9. I also want to block any other chat messengers, what should I do?**

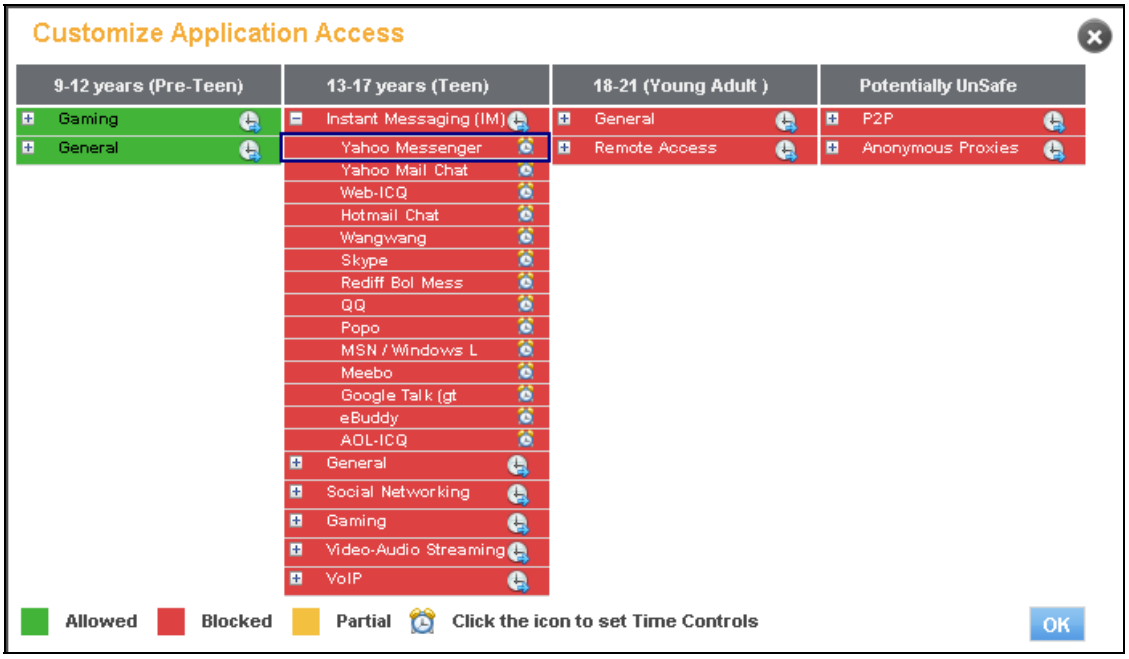
  You can customize application access for your daughter. Please follow the steps given below:

  1. Log in to NetGenie with administrator credentials.
  2. Add or Edit the user that has been created for your daughter.
  3. Click Application List to edit application access settings.



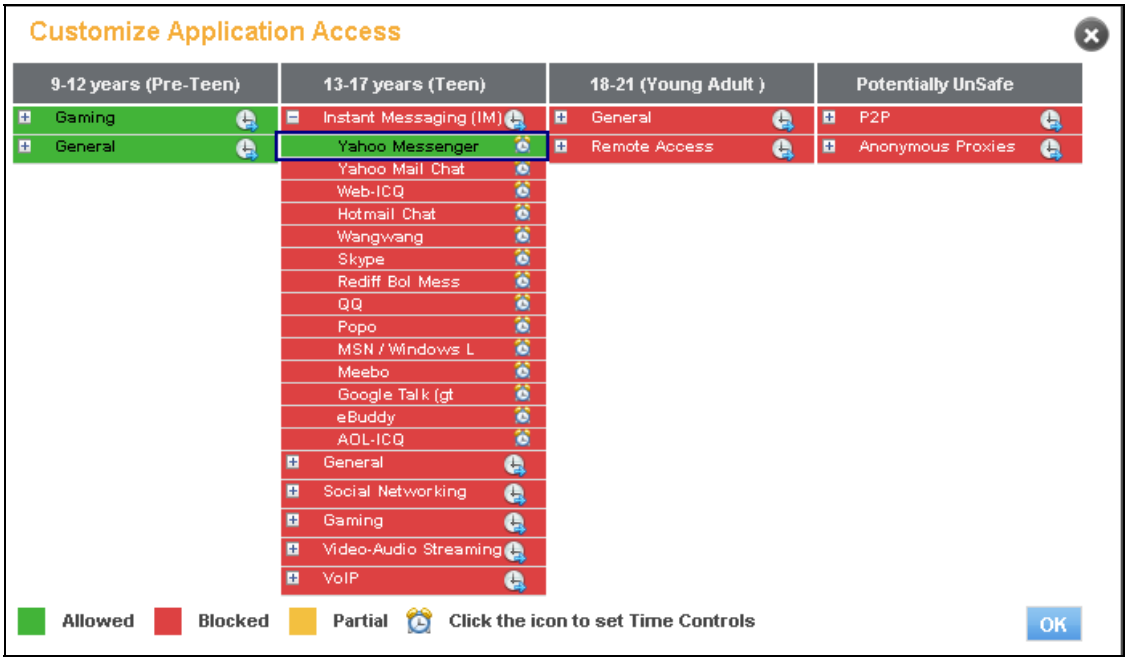
Screen- Application Category List

4. Expand Instant Messaging (IM) application category.



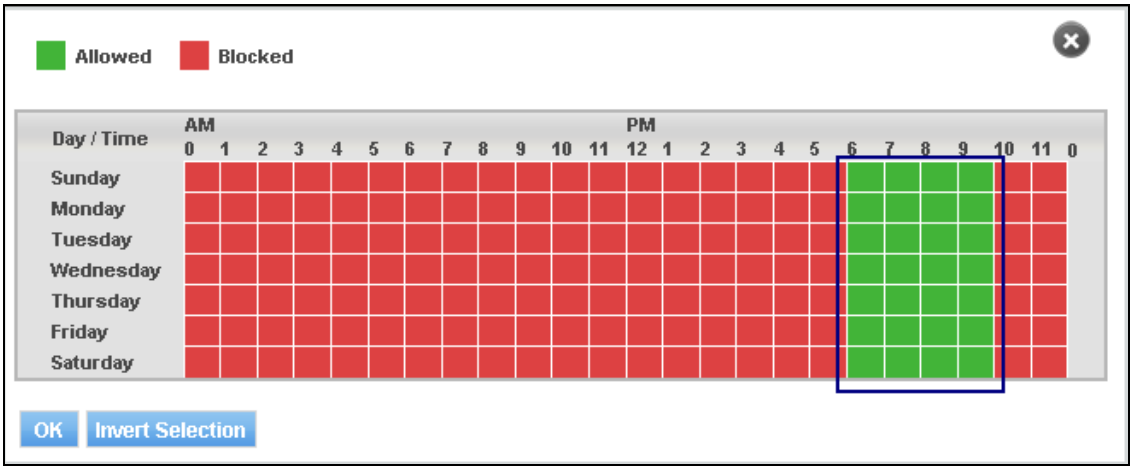
Screen- Application List

5. Click Yahoo Messenger to allow access. It will turn green.



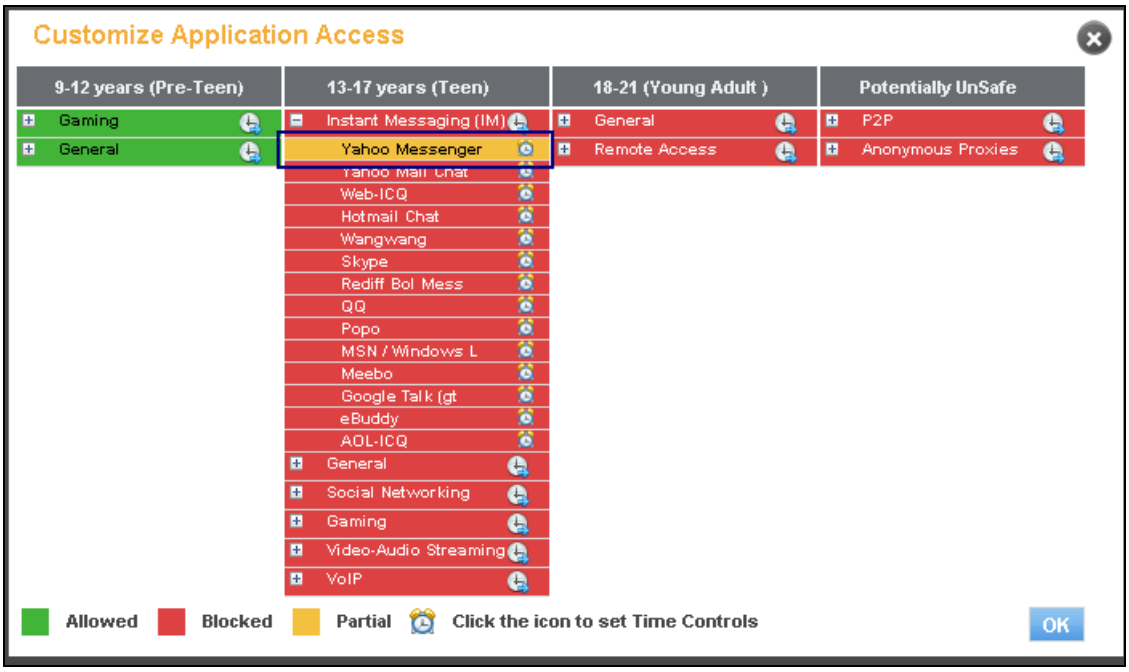
Screen- Allow Application

6. Click against Yahoo Messenger to apply time-based access and select the time slot when you want her to access Yahoo messenger.



Screen- Schedule based Application Access

7. Click **OK** to save the changes.



Screen- Customized Application Access

- **I am not able to access the Internet using my smartphone, why?**

  There can be several reasons for this. Please check the following things are configured properly:

  1. Enable smartphone Wi-Fi

  Please make sure that Wi-Fi is enabled in your smartphone.

  2. Enable NetGenie WPS

  Please check that WLAN/WPS LED of your NetGenie appliance has turned green which means WPS is ON in your NetGenie appliance.

  3. Correct Pass Key

  Please make sure that you have entered correct pass key to access the NetGenie network. Look for a sticker at the bottom of the appliance for pass key specific to your appliance.

4. Enable UPnP

By default, UPnP is enabled in NetGenie.
1. Log in to NetGenie with administrator credentials.
2. Go to **Security** → **UPnP**.
3. Click checkbox against Enable UPnP if it is disabled.
4. Click **Apply**.

Screen- Enable UPnP

5. Single Window Supported Browser

There are chances that your smartphone may not support multi window browsers which means you will first need to exit the authentication window in order to surf the Web.

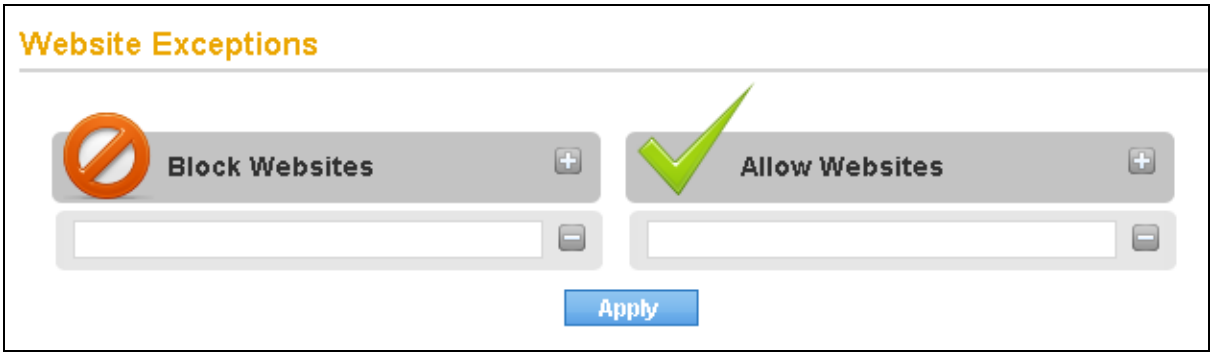
If the problem persists, please contact NetGenie Customer Support Center for assistance.

- **I want to allow or block some websites for all users; do I need to individually configure this setting for each and every user?**

OR

- **Is there any way to allow/block websites globally?**

No, you do not need to individually allow or block websites for each and every user.
1. Log in to NetGenie with administrator credentials.
2. Go to **Family Protection** → **Website Exceptions** to allow or block one or multiple websites globally.
3. Click ⊞ to add or ⊟ to remove Website(s) in globally allowed or blocked list.
4. Click Apply to save changes.



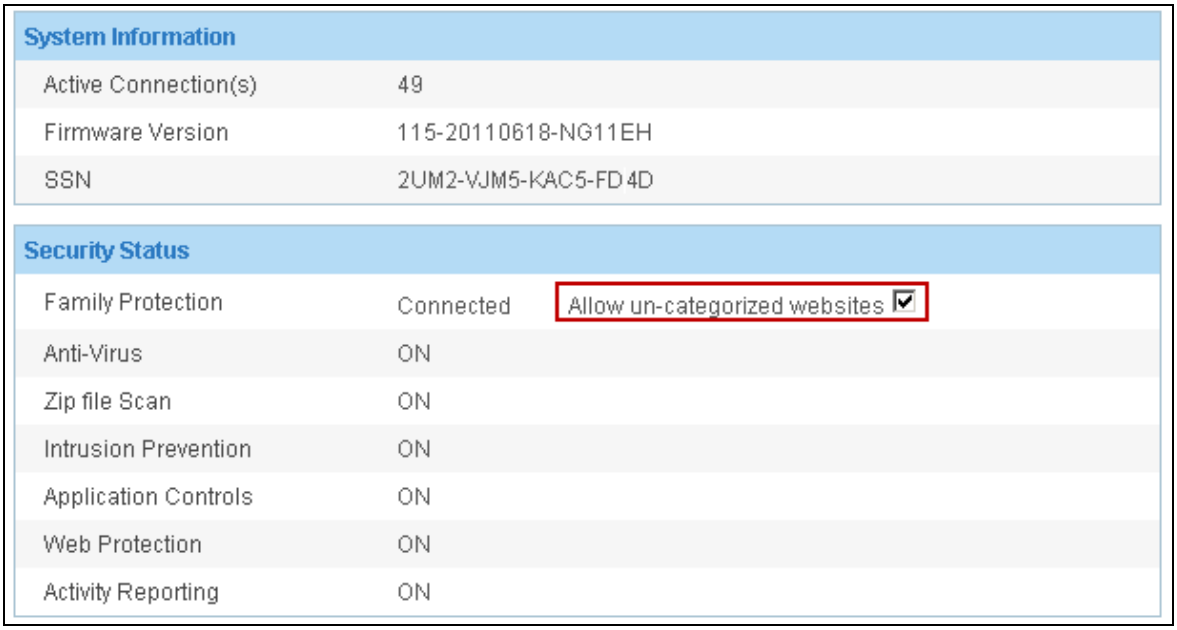
Screen- Website Exceptions

- **Does NetGenie allow access to uncategorized websites?**

OR

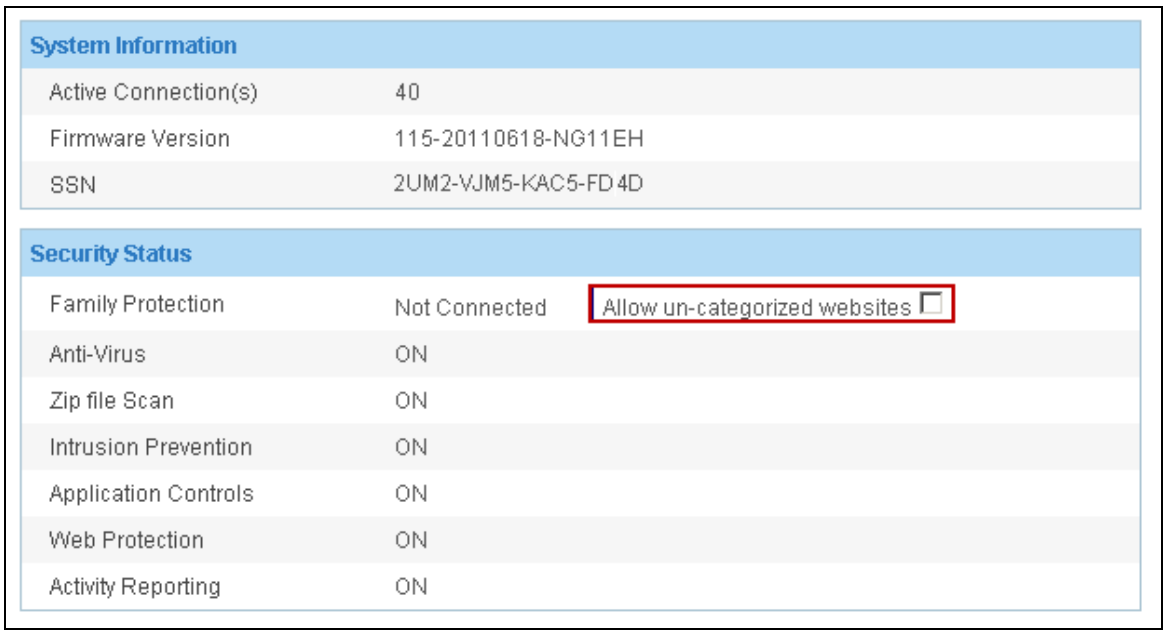
- **How can I block the websites, which are not categorized by NetGenie?**

By default, NetGenie allows access to those Websites, which are not categorized under NetGenie's Web filtering database. To block access to uncategorized Websites,
1. Log in to NetGenie with administrator credentials.
2. Go to **System** → **Overview.**



Screen- Allow uncategorized Websites

3. Uncheck the option to allow uncategorized websites.



Screen- Block uncategorized Websites

- **What if one of my family members forgets their password?**

  In such a scenario, you will have to reset the password for your family members.
  1. Log in to NetGenie with administrator credentials.
  2. Go to **Family Protection** and select the user for whom you want to reset the password.
  3. Specify new password and confirm.
  4. Click **Apply** to save the changes.

- **I am a traveler and use USB modem to get Internet access; can NetGenie ensure me safe Internet?**

  Yes, please refer to Configure USB modem section for details.

- **My ISP has given me an IP address, where do I need to specify the same in NetGenie?**

  Please refer to Configure Static Internet Connection section.

Device Whitelisting

- **How do I make sure that every time I login using my laptop, I do not have to see the authentication page?**

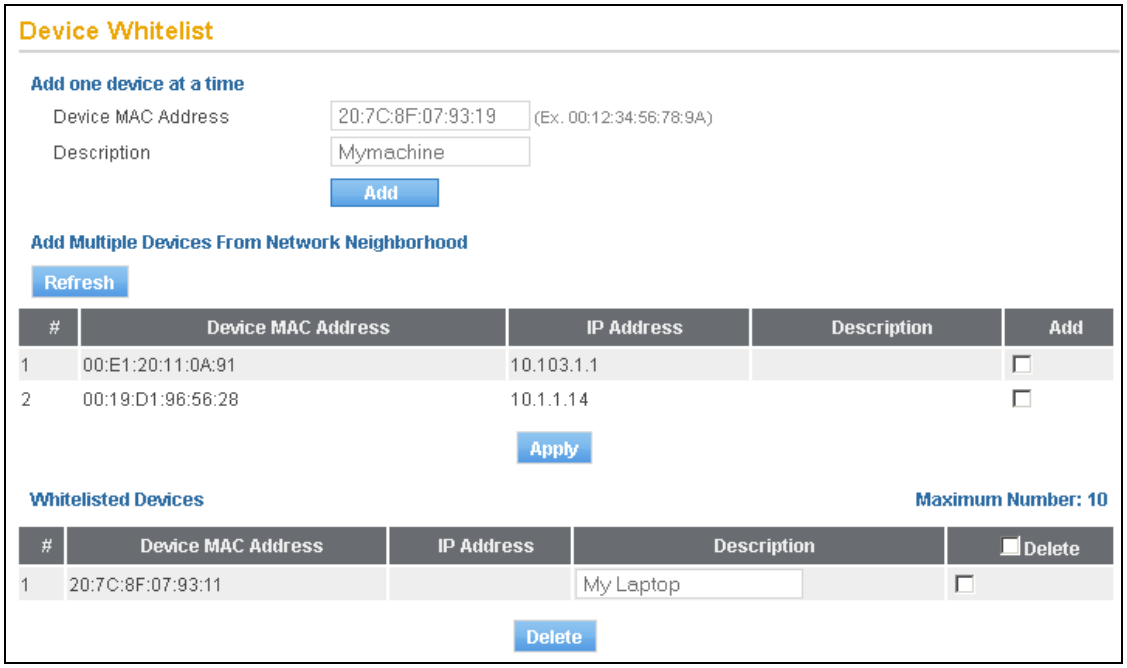
OR

- **I do not want to authenticate every time I try to access the Internet using NetGenie. What should I do?**

You need to whitelist your laptop or other web device in order to avoid the authentication page each and every time.
If you are logging in as an existing user, please refer to User Internet Access section to learn how to whitelist a device.

OR

1. Log in to NetGenie with administrator credentials.
2. Go to **Family Protection → Device Whitelist.**
3. Specify MAC address of your laptop/smartphone.
4. Specify description if required.
5. Click **Add** to whitelist your laptop/smartphone.
6. Follow step 3 to 5 if you want to whitelist other devices.



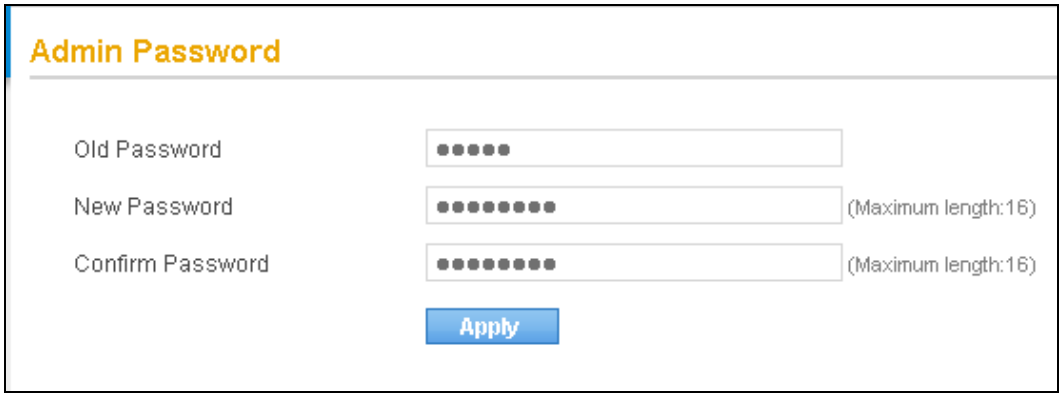
Screen –Device Whitelist

System

- **How do I change my NetGenie administrator password?**

  It is recommended to change NetGenie administrator password as soon as you log in for first time.

  1. Log in to NetGenie with administrator credentials.
  2. Go to **System → Admin Password.**
  3. Specify NetGenie's current password.
  4. Specify new password to access NetGenie. It can be 16 characters long.
  5. Confirm new password.
  6. Click **Apply** to save the changes.



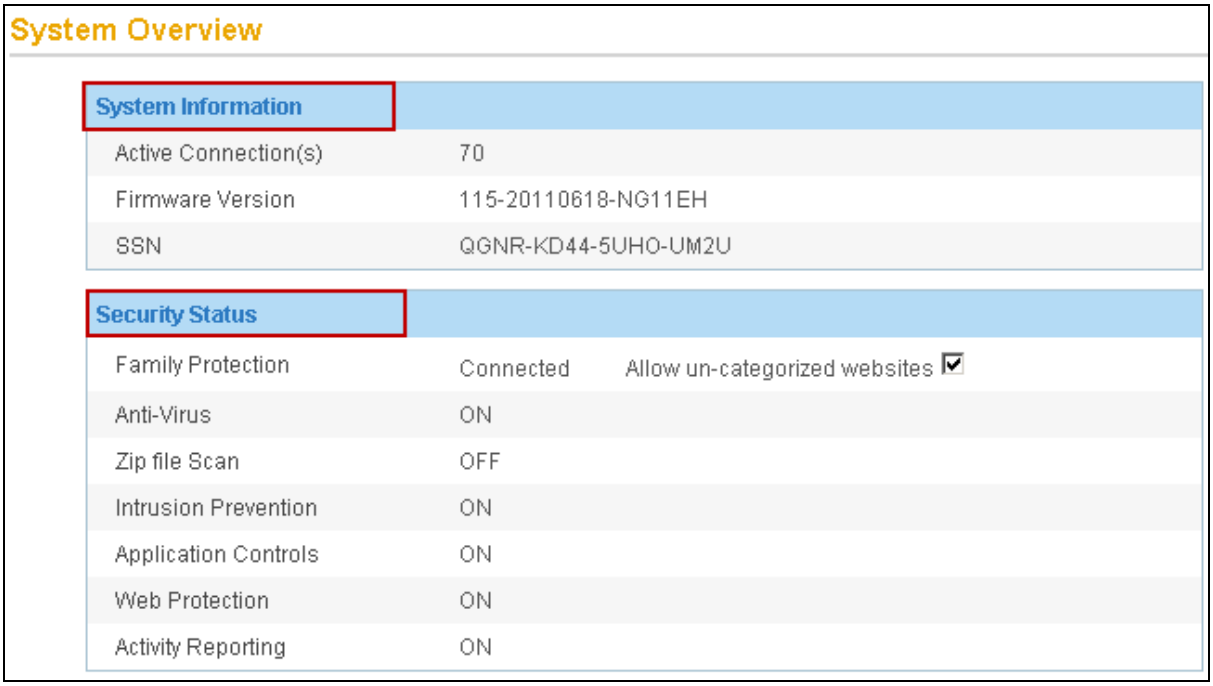
Screen- Change Administrator Password

- **How can I view system and security status of my NetGenie Appliance?**

  You can view system and security module details from **System → Overview** page.
  This page displays following details of NetGenie appliance:

  System Information
  - Active Connection(s) – Number of connections to the NetGenie appliance.
  - Firmware Version – Firmware version running on your NetGenie appliance.
  - SSN – Unique SSN number which is used NetGenie support team to identify your NetGenie appliance.

  Security Status
  - Family Protection – Status of Family Protection module
  - Anti-Virus – Status of Anti-Virus service
  - Zip File Scan – Status of zip file scanning
  - Intrusion Prevention – Status of Intrusion Prevention service
  - Application Controls – Status of application controls
  - Web Protection – Status of Web Protection service
  - Activity Reporting – Status of logging and reporting service



Screen- System Overview

Networking

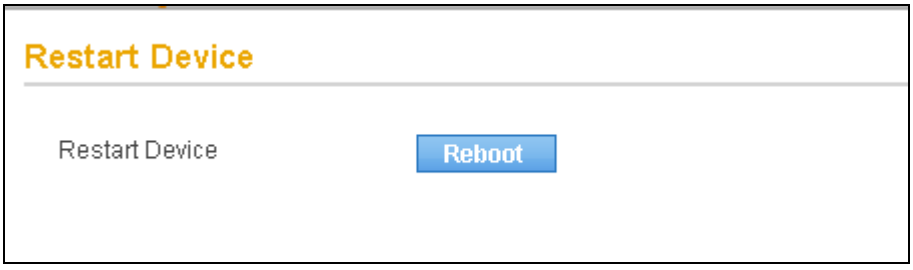
- **How many computers or devices can be connected wirelessly to NetGenie at the same time?**

  A maximum of twenty (20) devices can be wirelessly connected to NetGenie at any instance.

- **Internet access through my NetGenie appliance has stopped. What should I do?**

  You need to restart your NetGenie appliance in order to get back Internet access.

  1. Log in to NetGenie with administrator credentials.
  2. Go to **System →Restart Device** to restart your NetGenie appliance.
  3. Click **Reboot** to restart your NetGenie appliance.



Screen- Restart NetGenie Appliance

Note:
This action will only restart your NetGenie appliance. To reset appliance to factory default settings, keep the reset button (positioned next to the WPS switch of your appliance) pressed for 5 seconds. While doing so, all past upgrades and configurations will be lost**.**

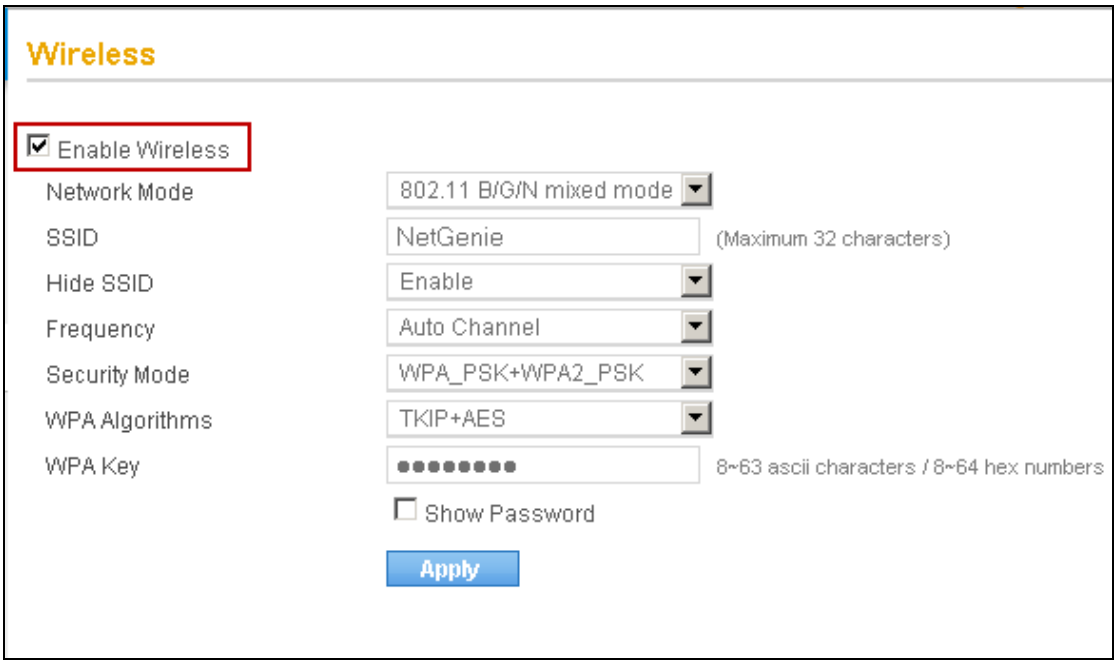
- **How do I know that my NetGenie is having Internet connection?**

  Check the WAN LED of your NetGenie appliance. If it blinks green, it means your NetGenie appliance is able to connect to the Internet.

- **How can I verify that my NetGenie appliance is Wi-Fi enabled?**

By default, NetGenie appliance(s) are wireless enabled.
Check WLAN/WPS LED of your NetGenie appliance. If it blinks green, it means Wi-Fi is enabled in your NetGenie appliance. If it does not, then follow the given steps:

1. Log in to NetGenie with administrator credentials.
2. Go to **Network Settings** → **Wireless** and select the checkbox “Enable Wireless” to enable wireless connectivity in your NetGenie appliance.
3. Click **Apply** to save the changes.



Screen- Enable NetGenie Wireless

- **How can I wirelessly connect my laptop to NetGenie?**

  To connect NetGenie wirelessly, you should have a wireless network adapter-enabled laptop. When your laptop starts, it will automatically detect the wireless network (also called SSID) named “NetGenie”. Click the network icon in your machine's system tray (bottom-right of your screen) and select “NetGenie”. After selecting “NetGenie”, you will be asked to enter the exact Security/Pass Key printed on the sticker at the bottom of your appliance. This will connect you to the NetGenie appliance over Wi-Fi.

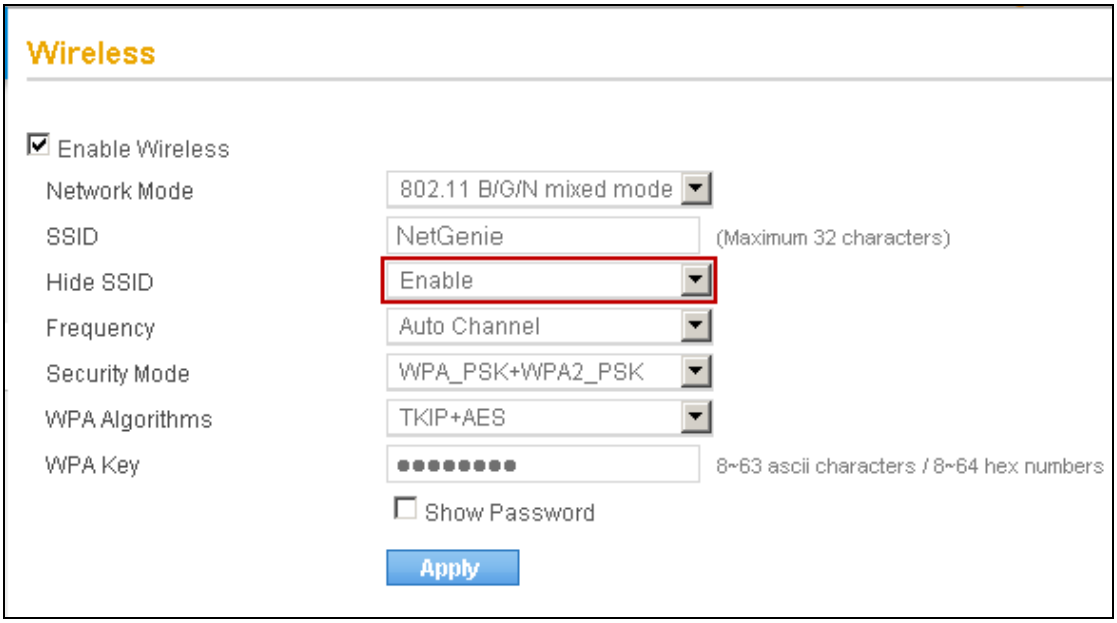
- **Can I insert my telephone cable directly to my NetGenie appliance to access Internet?**

  No, you need to connect ADSL Router/Cable modem with NetGenie appliance in order to access Internet.

- **I do not want others to see my network due to security reasons. Is there any way to hide visibility of my network to wireless users?**

  Yes, you can hide your network from other wireless users. Follow the given steps below:

  1. Log in to NetGenie with administrator credentials.
  2. Go to **Network Settings** → **Wireless.**
  3. Enable “Hide SSID”.
  4. Click **Apply** to save the changes.

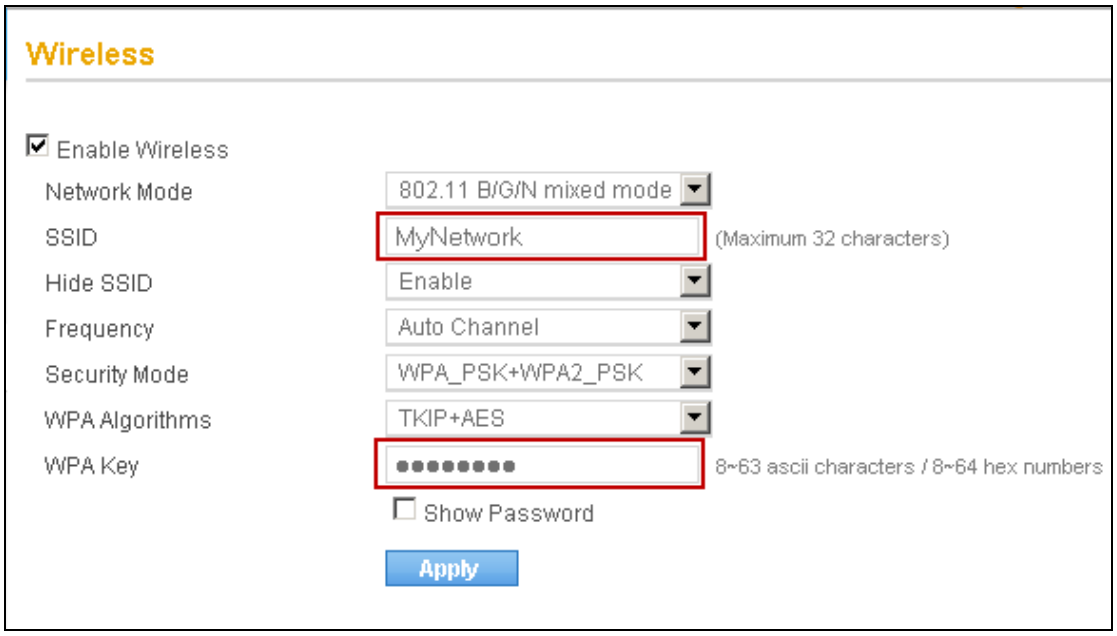


Screen- Hide SSID

- **Can I change the name of my Network?**

  Yes, you can change the name and password of your network.

  1. Log in to NetGenie with administrator credentials.
  2. Go to **Network Settings → Wireless.**
  3. Specify new name of your network in SSID field.
  4. Select checkbox “Show Password” to view current password.
  5. Specify new password for your network in WPA Key field.
  6. Uncheck the checkbox “Show Password” to display bullets as placeholder instead of real password.
  7. Click **Apply** to save the changes.



Screen - Change SSID

Security

- **Does NetGenie protect my network from viruses and other malicious software?**

OR

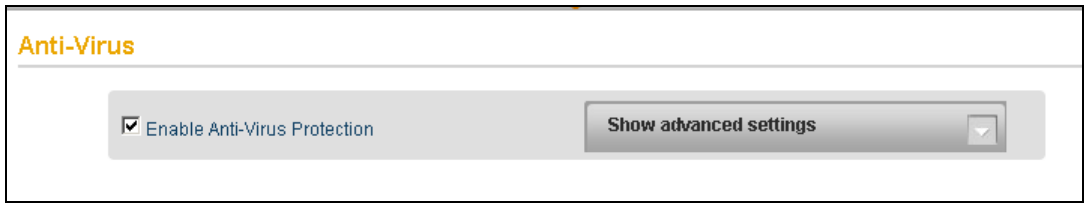
- **I want to protect my network from viruses. What should I do?**

NetGenie appliances are shipped with in-built Anti -Virus and Intrusion Prevention capabilities.

1. Log in to NetGenie with administrator credentials.
2. Go to **Security → Anti-Virus** and **Security → Intrusion Prevention** to check the status of anti-virus and IPS services.

These services are enabled by default but you can disable (not recommended) them.

.

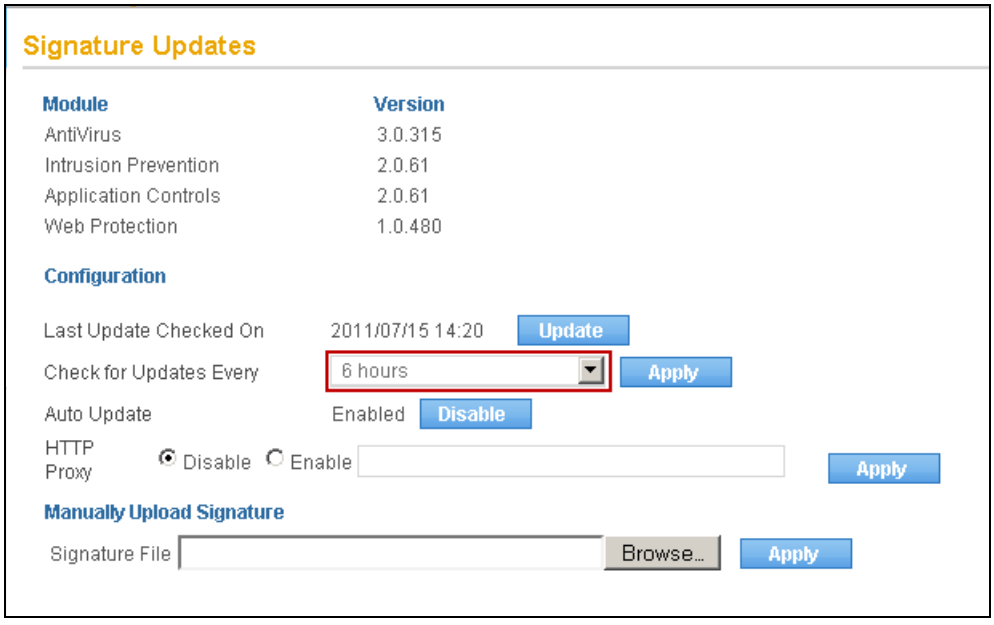


Screen- Enable Anti-Virus Protection

Screen- Enable Intrusion Prevention

- **What is the frequency of malware signature updates? Can I customize it?**

NetGenie malware signature database automatically updates every 6 hours. However, you can change the mode of signature update and its frequency from **System → Signature Updates** page.

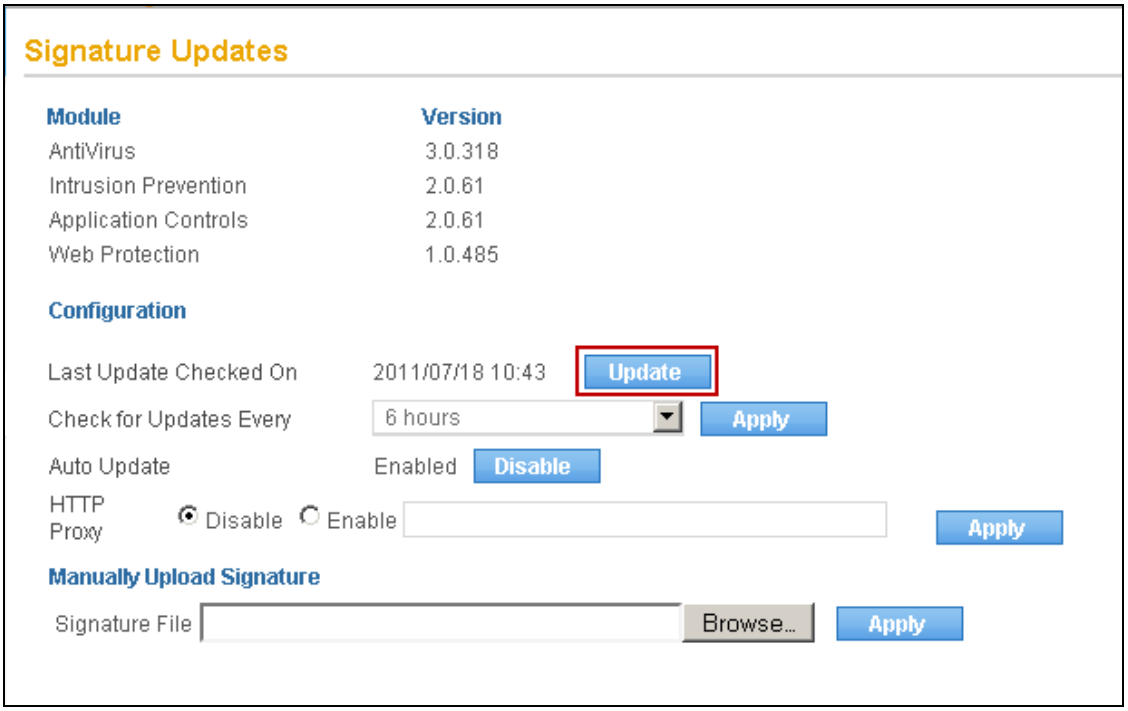


Screen- Signature Updates

- **Can I manually update malware signature database?**

  Yes, you can manually update NetGenie malware signature database if you do not want to wait 6 hours to get the updated signatures.

  1. Log in to NetGenie with administrator credentials.
  2. Go to **System → Signature Updates**.
  3. Click **Update** to manually update signature database.

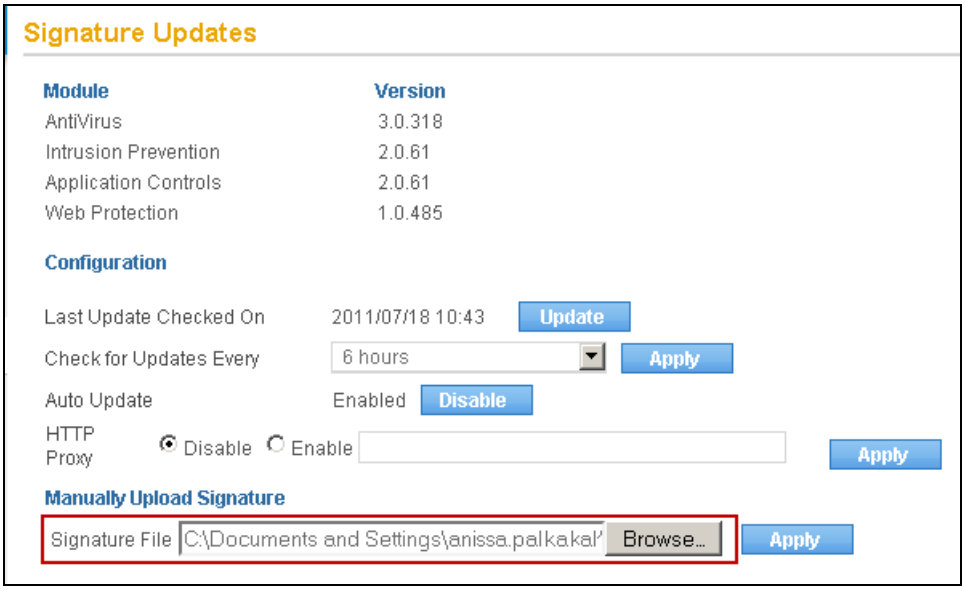


Screen- Manual Signature Update

- **How can I upgrade my NetGenie appliance with malware signature updates if I am not connected to Internet?**

  NetGenie provides the option to manually upload malware signatures. You can download them from download.netgenie.net when you have Internet connectivity and store them in your machine for later use. Whenever you want to manually upload signature files,

  1. Log in to NetGenie with administrator credentials.
  2. Go to **System → Signature Updates**.
  3. Under Manually Upload Signature section, browse signature files from the machine, which you want to upload.
  4. Click **Apply**.



Screen- Upload Signature File

Upgrade, Back-up, Restore

- **How can I check availability of upgrade(s) available for my NetGenie appliance?**

  Visit one of the following websites to get the information regarding signatures and firmware upgrades available for your NetGenie appliance.
  - https://customer.netgenie.net/
  - http://download.netgenie.net/

- **Can I apply downloaded firmware upgrade(s) to my NetGenie appliance?**

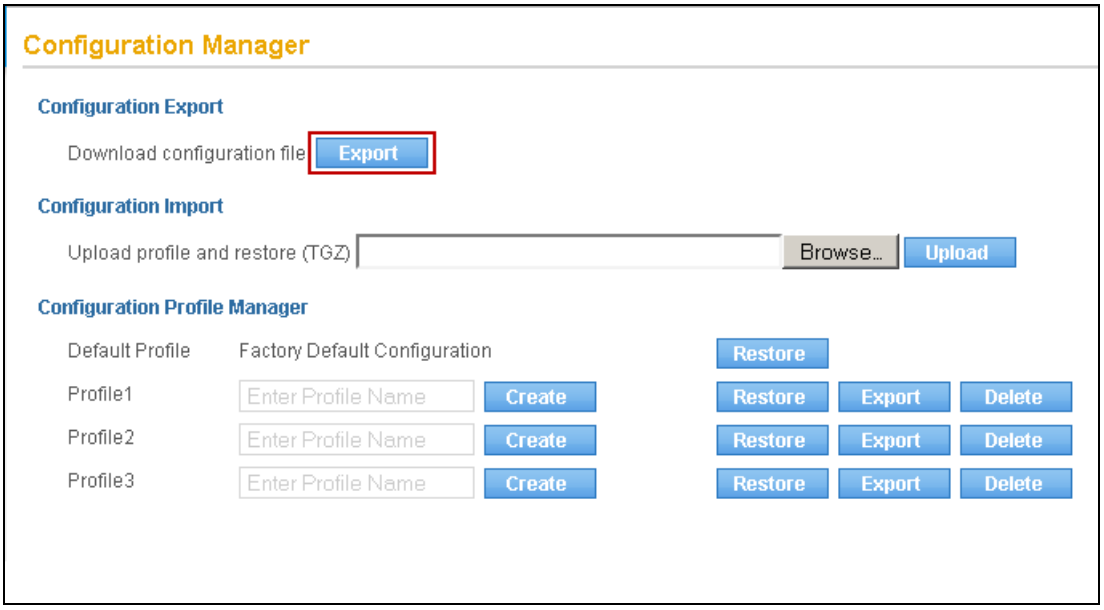
  Yes, you can take the back-up of your current NetGenie configuration so that it can be restored at a later stage.
  1. Log in to NetGenie with administrator credentials.
  2. Go to **System → Firmware Upgrade**.
  3. Browse the firmware file stored in your machine.

Upload Firmware

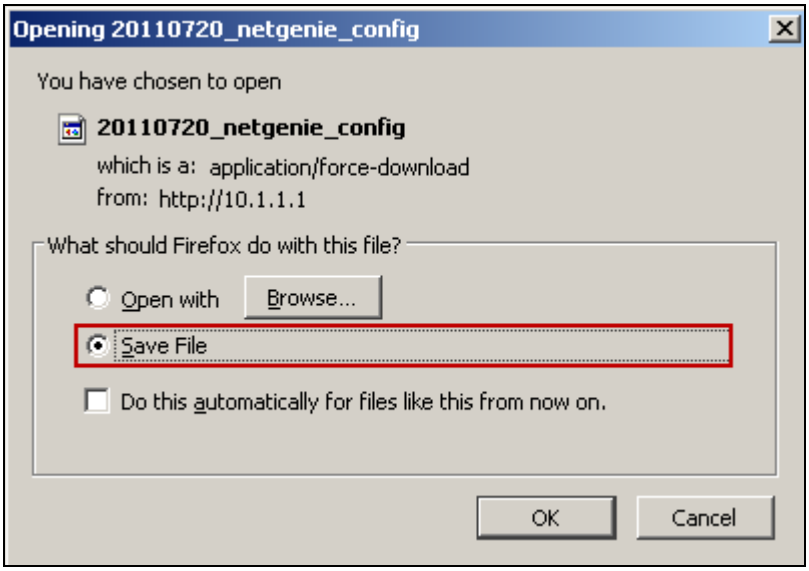
  4. Select 'Retain Current Configuration' option if you want to retain all configuration changes made by you in various modules of NetGenie or else click 'Reset Configuration'.
  5. Click **Apply**.

- **Can I save my current NetGenie configuration for future use i.e. in case of system crash or change in settings?**

  Yes, you can take the back-up of your current NetGenie configuration and restore it at a later stage.
  1. Log in to NetGenie with administrator credentials.
  2. Go to **System → Config Manager**.
  3. Click **Export** to download the current configuration of NetGenie appliance.



Screen- Configuration Back-up



Screen- Save Configuration Back-up

Note:
The back-up file will be a TGZ file**.**

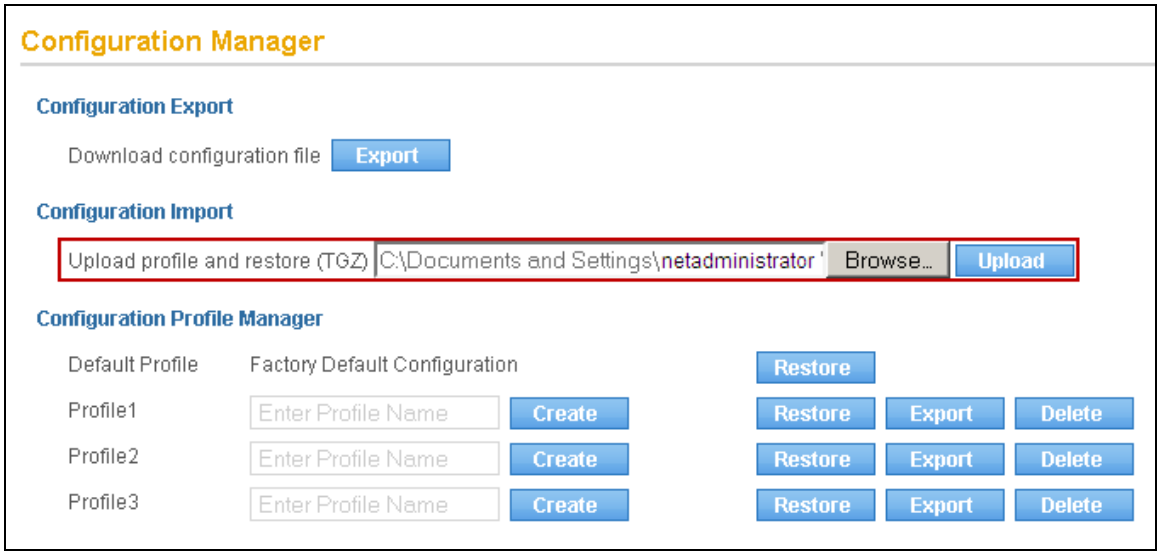
- **My system is crashed but I do have configuration back-up I took a few days back. What should I do to restore my NetGenie settings:**

OR

- **How to restore configuration back-up in NetGenie appliance?**

To restore NetGenie configuration,

1. Log in to NetGenie with administrator credentials.
2. Go to **System → Config Manager**.
3. Browse the back-up file stored in your machine.
4. Click **Upload** to restore back-up.



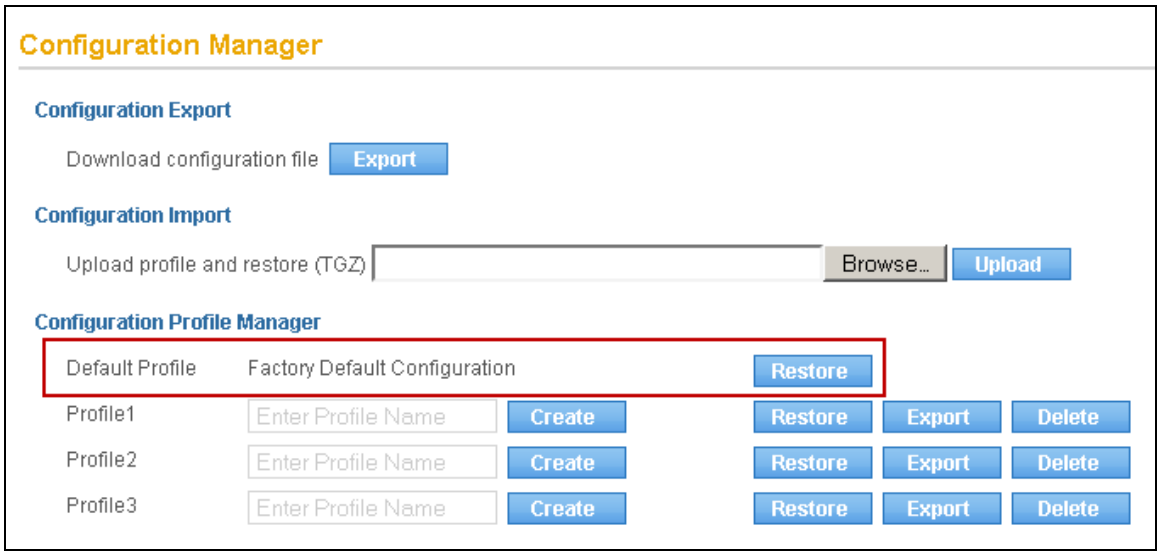
Screen- Restore Back-up

- **How can I restore Factory Default Configuration?**

  There are two ways to restore NetGenie's Factory Default configuration:
  Keep the reset key (given next to WPS switch of your appliance) pressed for 5 seconds.

  OR

  1. Log in to NetGenie with administrator credentials.
  2. Go to **System → Config Manager**.
  3. Click **Restore** for Default Profile - Factory Default Configuration under Configuration Profile Manager section.

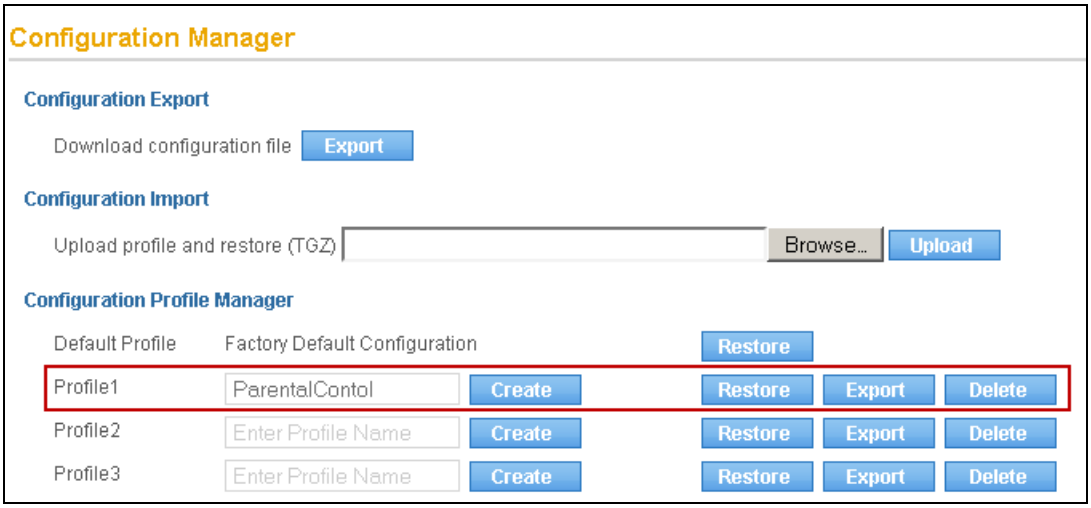


Screen- Restore Factory Default Configuration

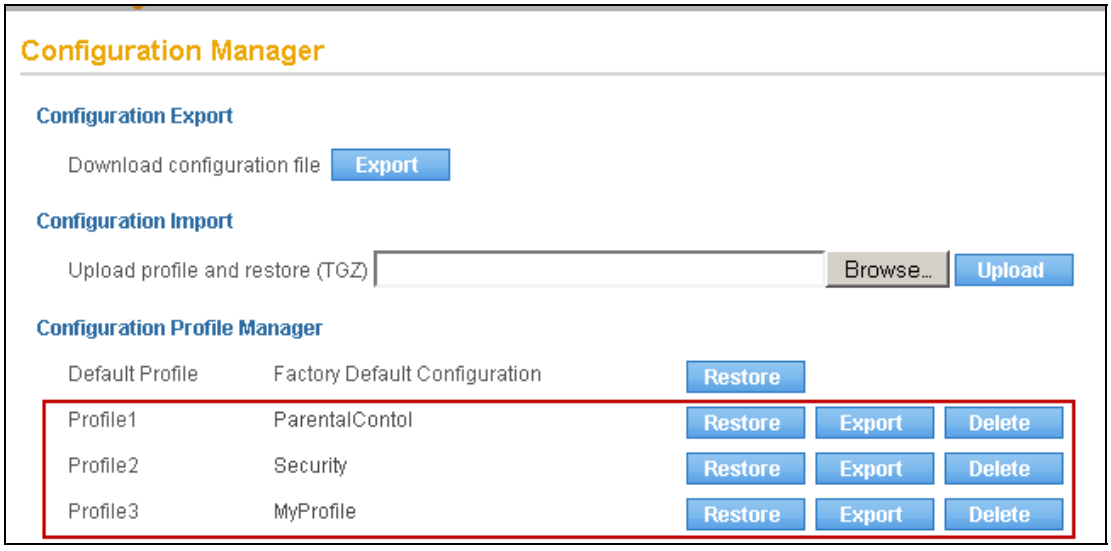
- **How many configuration snapshots can I store on NetGenie appliance?**

  You can create and store a maximum of 3 (three) configuration snapshots on NetGenie appliance.

  1. Log in to NetGenie with administrator credentials.
  2. Go to **System → Config Manager**.
  3. Specify name of the profile to be created under Configuration Profile Manager section.
  4. Click **Create** to store configuration snapshot on NetGenie appliance.



Screen- Create Configuration Profile



Screen- Configuration Profiles

You can restore and delete any of these configuration profiles as and when required.
You can also download these configuration profiles on your machine for future use.

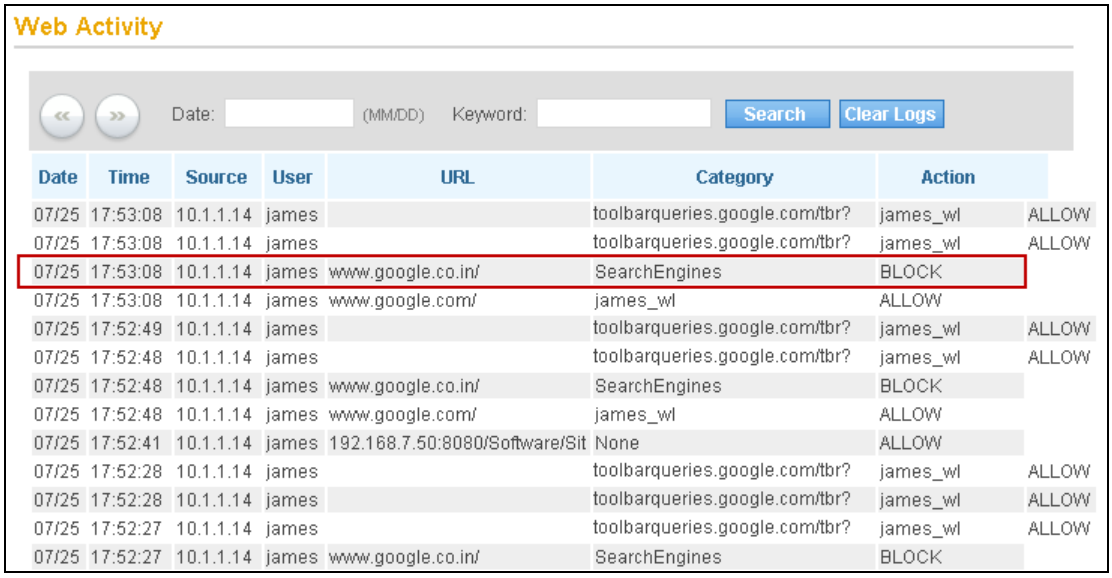
Logs and Reports

- **I want to find out which websites are being accessed by my son in my absence. How can I check it?**

  NetGenie provides a wide range of logs and reports – user-specific web activity reports, malware and intrusion prevention reports, application usage reports and a lot more.

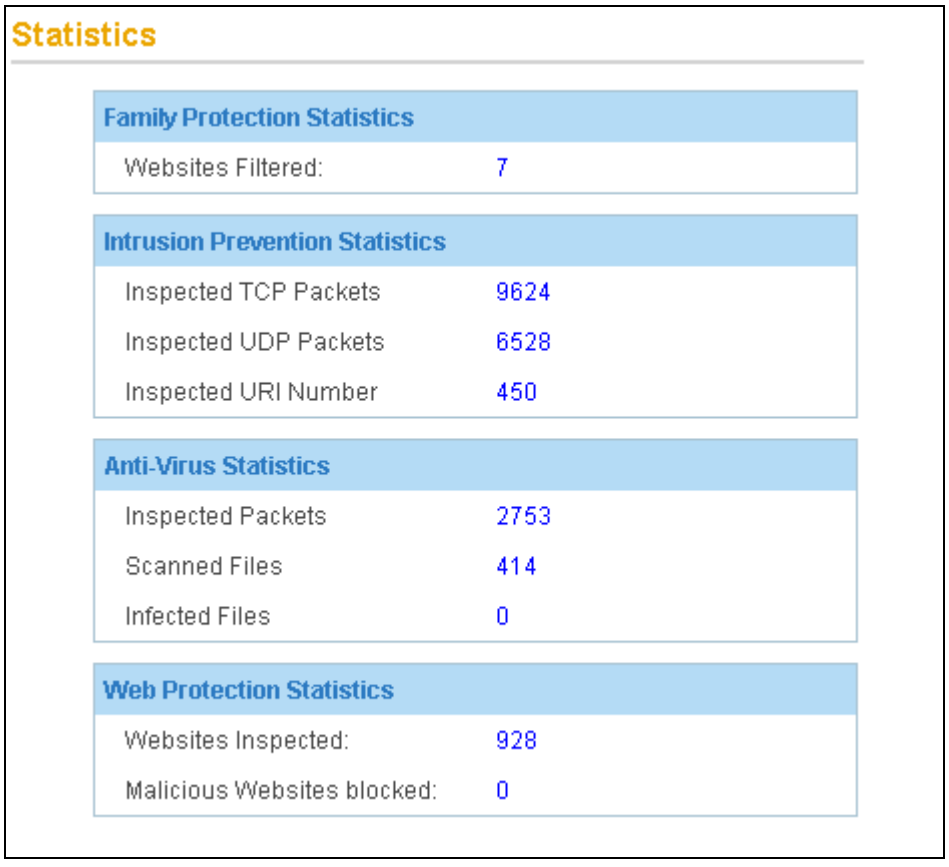
  Go to **Logs and Reports** → **Web Activity** to view the list of websites visited by your son. Web activity report displays accessed URL names corresponding to the user and source IP addresses along with dates, time, categories and actions taken.

  You can perform search queries in the Web activity logs based on dates and keywords.


Web Activity
Date: (MM/DD) Keyword: Search Clear Logs
Date Time Source User URL Category Action
07/25 17:53:08 10.1.1.14 james toolbarqueries.google.com/tbr? james_wl ALLOW
07/25 17:53:08 10.1.1.14 james toolbarqueries.google.com/tbr? james_wl ALLOW
07/25 17:53:08 10.1.1.14 james www.google.co.in/ SearchEngines BLOCK
07/25 17:53:08 10.1.1.14 james www.google.com/ james_wl ALLOW
07/25 17:52:49 10.1.1.14 james toolbarqueries.google.com/tbr? james_wl ALLOW
07/25 17:52:48 10.1.1.14 james toolbarqueries.google.com/tbr? james_wl ALLOW
07/25 17:52:48 10.1.1.14 james www.google.co.in/ SearchEngines BLOCK
07/25 17:52:48 10.1.1.14 james www.google.com/ james_wl ALLOW
07/25 17:52:41 10.1.1.14 james 192.168.7.50:8080/Software/Sit None ALLOW
07/25 17:52:28 10.1.1.14 james toolbarqueries.google.com/tbr? james_wl ALLOW
07/25 17:52:28 10.1.1.14 james toolbarqueries.google.com/tbr? james_wl ALLOW
07/25 17:52:27 10.1.1.14 james toolbarqueries.google.com/tbr? james_wl ALLOW
07/25 17:52:27 10.1.1.14 james www.google.co.in/ SearchEngines BLOCK

Screen – Web Activity Report

- **From where can I see overall Internet traffic passing through my NetGenie appliance?**
  You can get required information from **Logs and Reports → Statistics** page. This page displays Internet traffic statistics for different security modules of NetGenie.



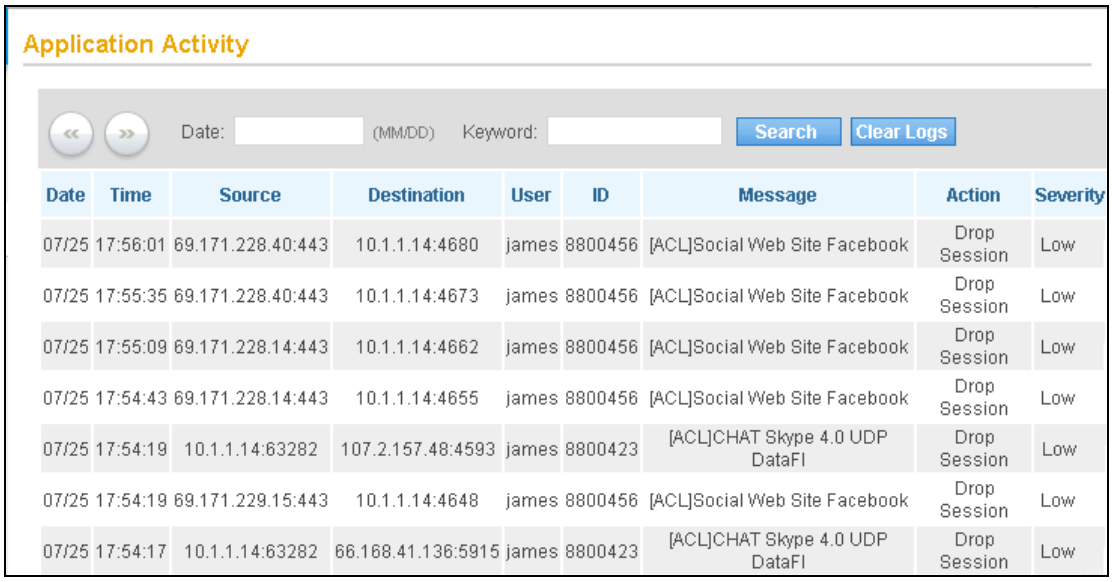
Screen – Network Statistics

- **I want to find out which applications are being accessed by my Son in my absence. How can I do so?**

  Go to **Logs and Reports → Application Activity** to view the list of websites visited by

your son.
Application activity report displays accessed application names corresponding to the user and source IP addresses along with dates, time, categories, actions taken, messages and severity.

You can perform search queries in the Application activity logs based on dates and keywords.



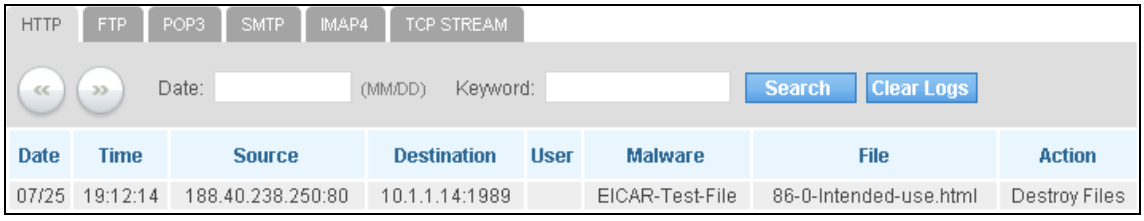
Date	Time	Source	Destination	User	ID	Message	Action	Severity
07/25	17:56:01	69.171.228.40:443	10.1.1.14:4680	james	8800456	[ACL]Social Web Site Facebook	Drop Session	Low
07/25	17:55:35	69.171.228.40:443	10.1.1.14:4673	james	8800456	[ACL]Social Web Site Facebook	Drop Session	Low
07/25	17:55:09	69.171.228.14:443	10.1.1.14:4662	james	8800456	[ACL]Social Web Site Facebook	Drop Session	Low
07/25	17:54:43	69.171.228.14:443	10.1.1.14:4655	james	8800456	[ACL]Social Web Site Facebook	Drop Session	Low
07/25	17:54:19	10.1.1.14:63282	107.2.157.48:4593	james	8800423	[ACL]CHAT Skype 4.0 UDP DataFl	Drop Session	Low
07/25	17:54:19	69.171.229.15:443	10.1.1.14:4648	james	8800456	[ACL]Social Web Site Facebook	Drop Session	Low
07/25	17:54:17	10.1.1.14:63282	66.168.41.136:5915	james	8800423	[ACL]CHAT Skype 4.0 UDP DataFl	Drop Session	Low

Screen – Application Activity

- **From where can I view details of viruses detected by NetGenie?**

Go to **Logs and Reports** → **Anti Virus** to view the list of all viruses detected and blocked by NetGenie. This page provides information of detected viruses based on protocols used to transmit them.
Anti Virus logs display names of malware and malware files along with sources, destinations, dates, time, users and actions taken by the NetGenie anti virus engine.

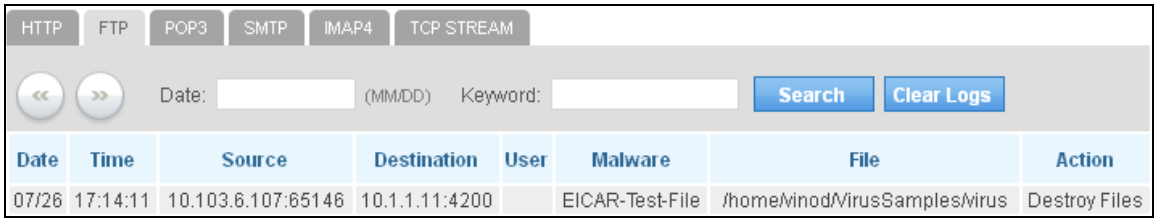
HTTP



Date	Time	Source	Destination	User	Malware	File	Action
07/25	19:12:14	188.40.238.250:80	10.1.1.14:1989		EICAR-Test-File	86-0-Intended-use.html	Destroy Files

Screen – HTTP Virus

FTP



Date	Time	Source	Destination	User	Malware	File	Action
07/26	17:14:11	10.103.6.107:65146	10.1.1.11:4200		EICAR-Test-File	/home/vinod/VirusSamples/virus	Destroy Files

Screen – FTP Virus

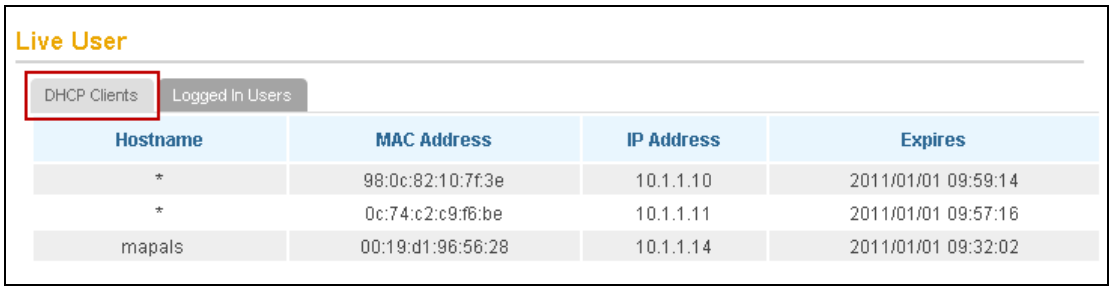
- **Can I have visibility of users who are accessing Internet through NetGenie?**

Yes, you can view details of live users from **Logs and Reports** → **Connected Users** page.

This page displays details of connected DHCP clients and logged in users.

DHCP Clients

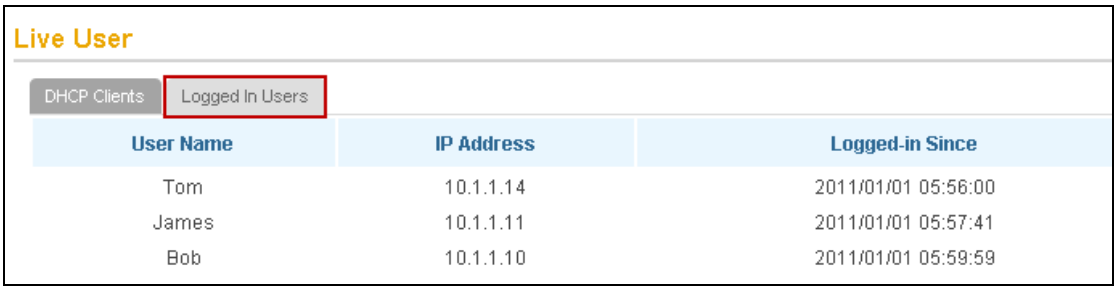
This page displays DHCP host name, MAC address and IP address of accessing device and time when the DHCP client will try to renew the leased IP address.



Screen – DHCP Clients

Logged In Users

This page displays a list of users along with IP address and login duration.



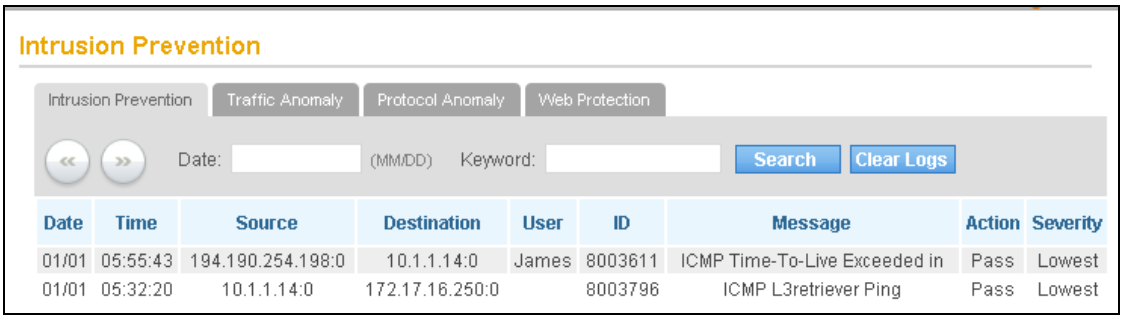
Screen – Logged in Users

- **How can I view details of Intrusion attempts detected by NetGenie?**

Go to **Logs and Reports → Intrusion Prevention** to view the list of all intrusion attempts detected and blocked by NetGenie.

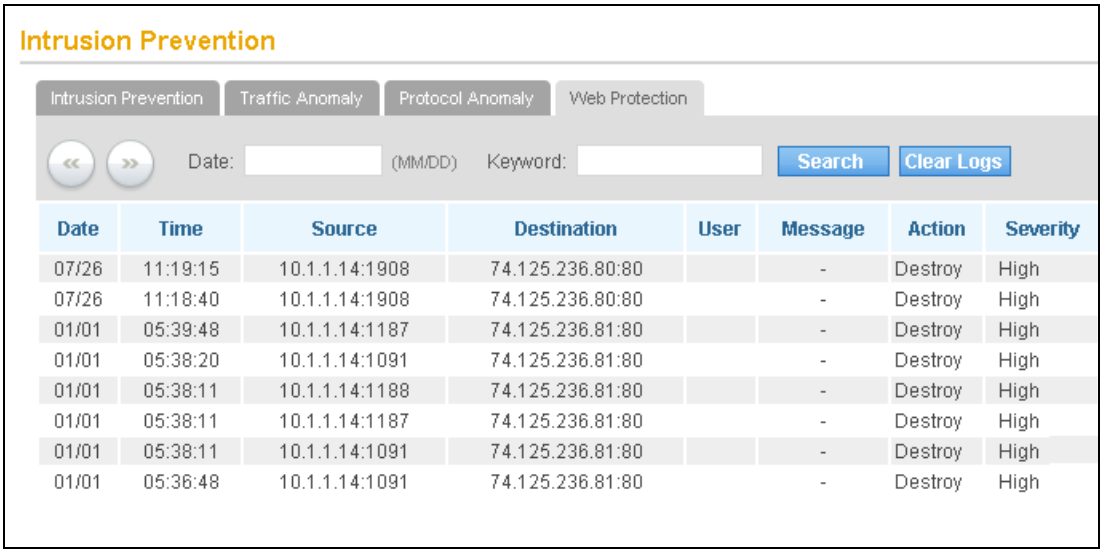
Intrusion Prevention logs displays intrusion prevention signature ID along with source, destination, date, time, user, message, severity and action taken by NetGenie intrusion prevention engine.

Intrusion Prevention



Screen – Intrusion Prevention

Web Protection



Screen – Web Protection

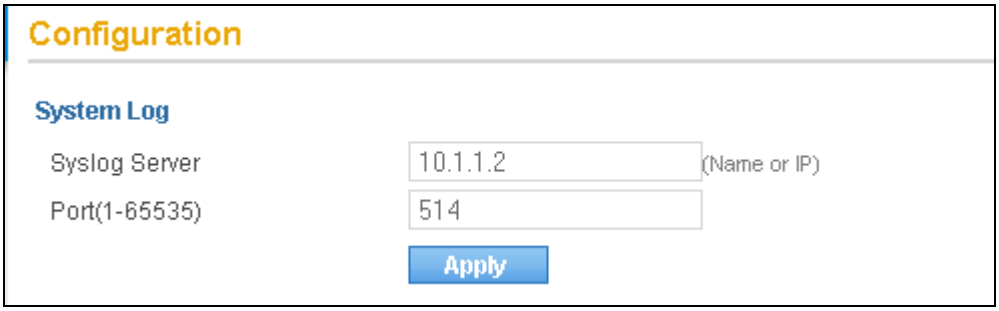
- **I have set time as per my local time zone but why is NetGenie still not showing it?**

  NetGenie communicates with NTP servers over Internet to update system time. If NetGenie does not have Internet connectivity, system time will not be synchronized with NTP server. Hence, perform the following checks:
  - WAN cable is properly connected to NetGenie WAN socket.
  - WAN port is blinking green.

  If you are sure that NetGenie appliance is able to connect to the Internet, please click **Sync Now** to synchronize NetGenie appliance system time with NTP server otherwise you can manually set date and time.

- **Can I send NetGenie logs to third party server?**

  Yes, you can configure your NetGenie appliance to send logs to an external syslog server.
  1. Log in to NetGenie with administrator credentials.
  2. Go to **Logs and Reports → Configuration**.
  3. Specify name or IP address of the external syslog server.
  4. Specify port number in the range of 1 to 65535. Default port number is 514.



Screen – Syslog Configuration

5. Click **Apply** to save the changes.

- **Is there any way to turn off NetGenie's logging feature?**

  Yes, you can disable NetGenie's logging feature (not recommended) by the following steps:

  1. Log in to NetGenie with administrator credentials.
  2. Go to **Logs and Reports → Configuration**.
  3. Select checkbox 'Disable all logs' to stop NetGenie's logging and reporting engine.

Screen – Disable Logging

  4. Click **Apply** to save changes.

Some Advanced Configuration

Pre-requisite:
This section requires basic understanding of networking concepts**.**

This section explains NetGenie's advanced security configurations that includes firewall, port forwarding, granular anti virus, custom Intrusion Prevention System and many more.

- **Does NetGenie prevent my network from Web as well email-based viruses? What happens when NetGenie encounters any Virus?**

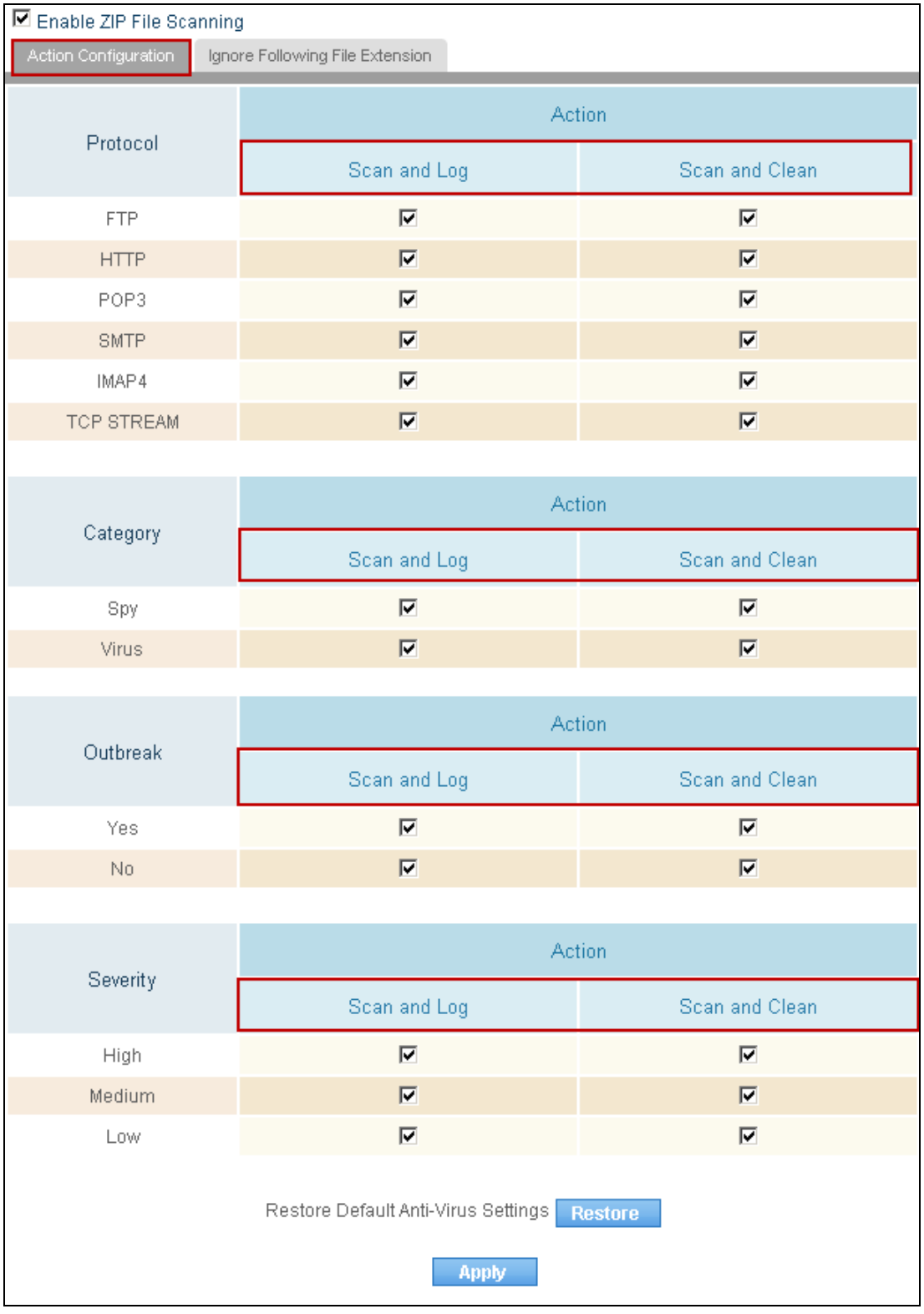
  Yes, NetGenie ensures clean Web and Email traffic. NetGenie scans all incoming and outgoing traffic over Web and Email.

  In case of malware occurrence, NetGenie logs the malware and cleans it. However, you can change the course of action to be taken to deal with malware (though it is not recommended).

  1. Log in to NetGenie with administrator credentials.
  2. Go to **Security → Anti Virus**.

Screen- Enable Anti-Virus Protection

  3. Expand 'Show Advanced Settings' drop-down. Under Action Configuration section, you can change actions to be taken on malware.



Screen- Anti Virus Action Configuration

4. Click **Apply** to save changes.

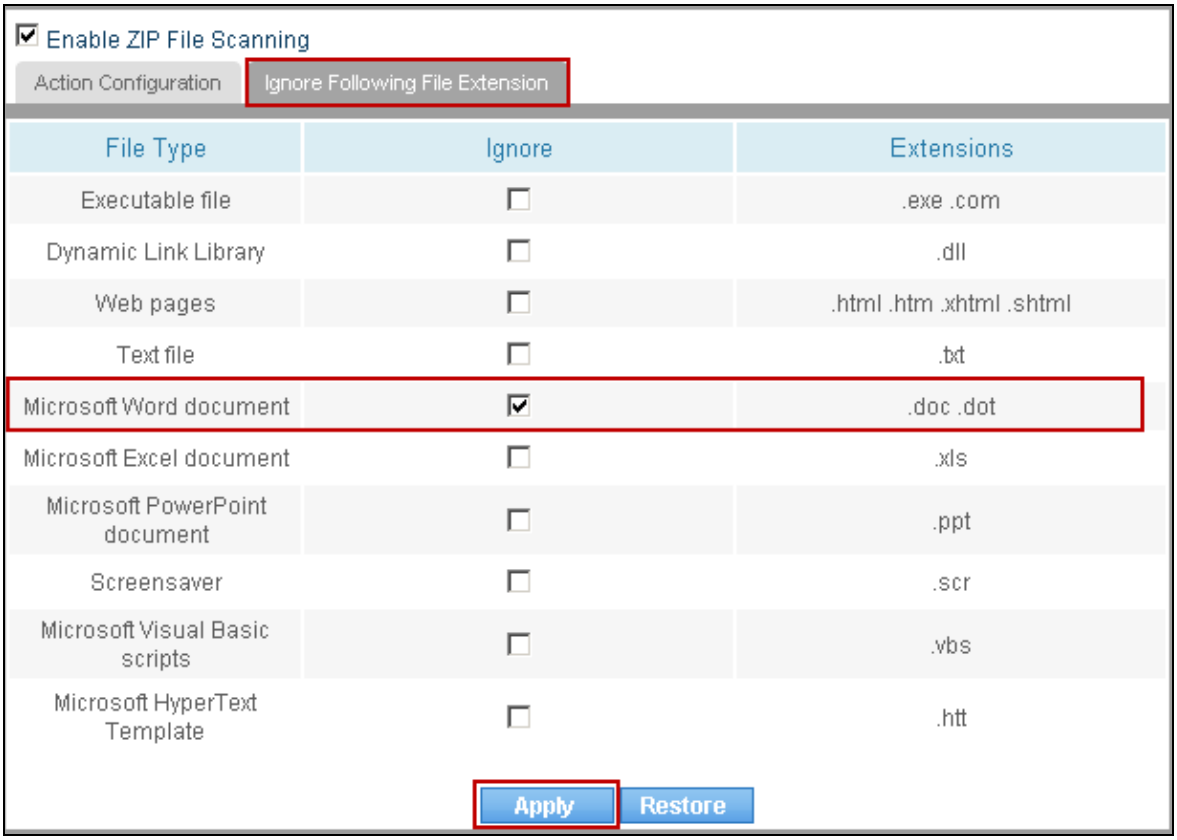
- **I do not want NetGenie to scan MS-Word documents for viruses, is it possible?**

  Yes, you can customize anti virus protection cover provided by NetGenie. Please follow the given below steps to do so:

  1. Log in to NetGenie with administrative credentials.
  2. Go to **Security** → **Anti Virus**.

Screen- Enable Anti Virus Protection

3. Expand 'Show Advanced Settings' drop-down, click 'Ignore Following File Extensions' tab and select checkbox against Microsoft Word Document.



Screen- Advanced Anti Virus Settings

4. Click **Apply** to save changes.

- **What does NetGenie offer under Intrusion Prevention System?**

  NetGenie's Intrusion Prevention System is a signature-based system, which performs following security checks to prevent your network from malicious traffic.
  - Protocol Anomaly Detection
  - Port Scan Prevention
  - Traffic Anomaly Detection
  - Web Protection

  You can enable or disable above components as and when required.
  1. Log in to NetGenie with administrator credentials.
  2. Go to **Security → Intrusion Prevention**.

Screen- Enable Intrusion Prevention

3. Expand 'Show Advanced Settings' drop-down, and change the default security settings if required.

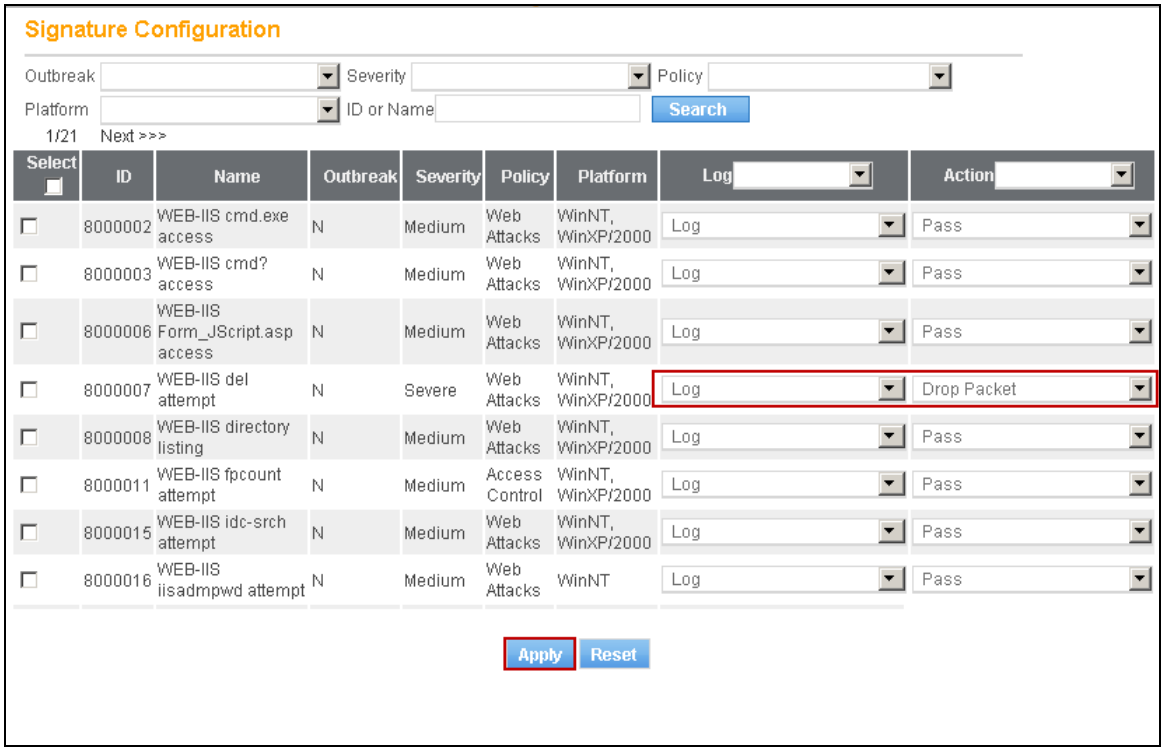
Screen- Advanced Intrusion Prevention

4. Click **Apply** to save changes.

- **Can I customize NetGenie's intrusion prevention signatures?**

  Yes, you can change Action to be taken and Logging status of any intrusion prevention signature. Please follow below steps to customize intrusion prevention signatures:

  1. Log in to NetGenie with administrator credentials.
  2. Go to **Security → Intrusion Prevention**.
  3. Expand 'Show Advanced Settings' drop-down. Under Signature Configuration section, you can search intrusion prevention signatures based on the following criteria:
     - Outbreak
     - Severity
     - Policy
     - Platform
     - ID or Name
  4. Select the signature to be customized and change the Log status if required. Available options:
     - Log
     - No
  5. Change Action to be taken if required, Possible actions:
     - Pass
     - Drop Packet
     - Drop Session


Signature Configuration
Outbreak
Severity
Policy
Platform
ID or Name
Search
1/21
Next >>>
Select
ID
Name
Outbreak
Severity
Policy
Platform
Log
Action
8000002 WEB-IIS cmd.exe access N Medium Web Attacks WinNT, WinXP/2000 Log Pass
8000003 WEB-IIS cmd? access N Medium Web Attacks WinNT, WinXP/2000 Log Pass
8000006 WEB-IIS Form_JScript.asp access N Medium Web Attacks WinNT, WinXP/2000 Log Pass
8000007 WEB-IIS del attempt N Severe Web Attacks WinNT, WinXP/2000 Log Drop Packet
8000008 WEB-IIS directory listing N Medium Web Attacks WinNT, WinXP/2000 Log Pass
8000011 WEB-IIS fpcount attempt N Medium Access Control WinNT, WinXP/2000 Log Pass
8000015 WEB-IIS idc-srch attempt N Medium Web Attacks WinNT, WinXP/2000 Log Pass
8000016 WEB-IIS iisadmpwd attempt N Medium Web Attacks WinNT Log Pass
Apply
Reset

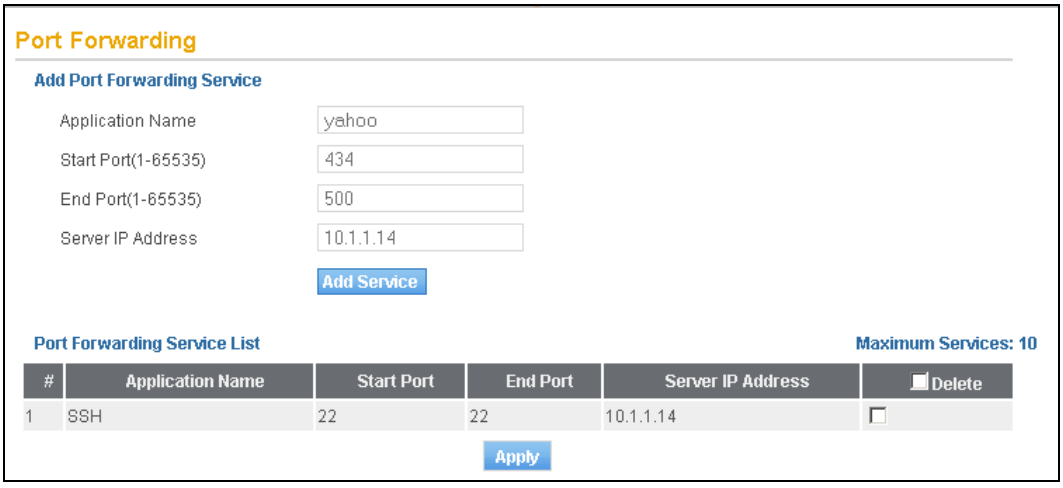
Screen- Customize IPS Signatures

6. Click **Apply** to save changes.

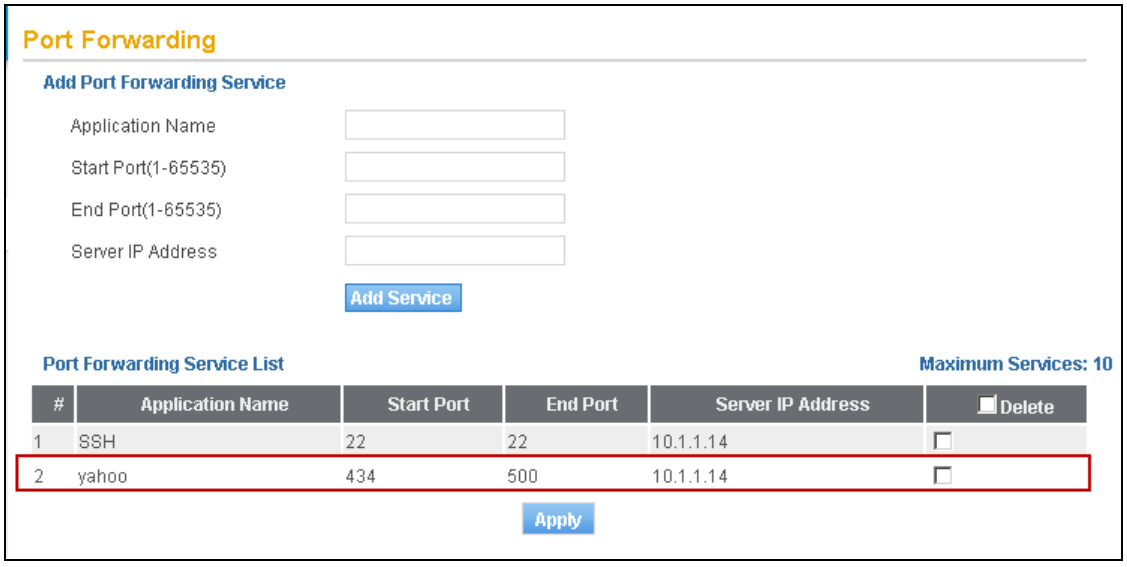
- **What is Port Forwarding? How can I configure port forwarding in NetGenie?**

Port forwarding is useful when you want to keep unwanted traffic away from your network. It allows you to use one IP address for all external Internet communications and hosting multiple servers (Web, FTP and Gaming) with different IPs and ports internally. It will hide service(s) running on your network.
To configure port forwarding in NetGenie,

1. Log in to NetGenie with administrator credentials.
2. Go to **Security → Port Forwarding**.
3. Specify application name for which you want to create port forwarding rule.
4. Specify start and end ports for the application.
5. Specify IP address of the server where the application is hosted.
6. Click **Add Service** to create port forwarding rule.



Screen - Port Forwarding



Screen- Port Forwarding Rule

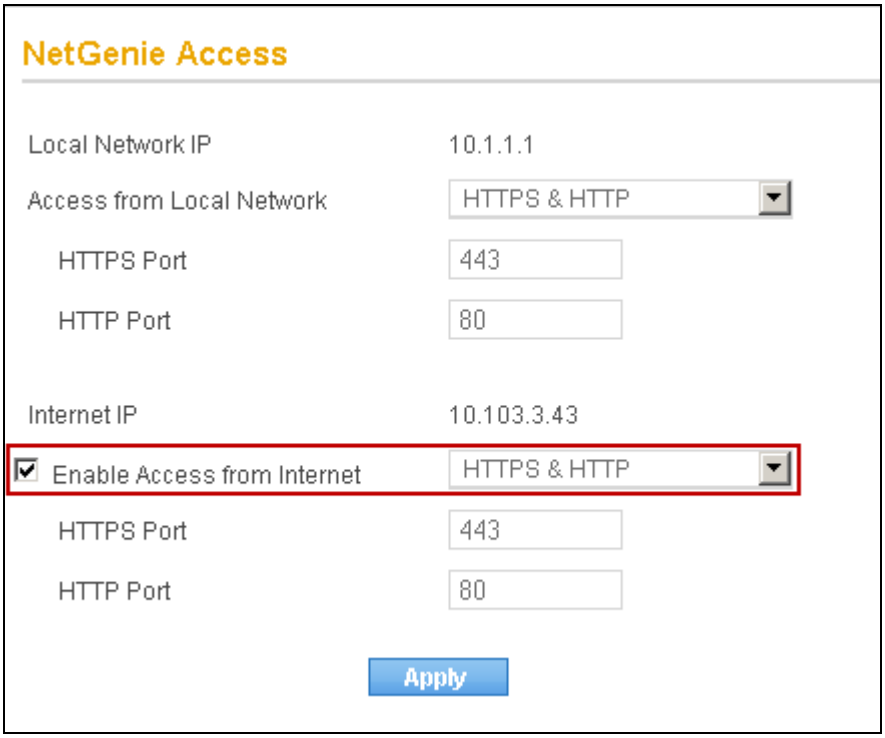
7. Select the checkbox “application name” if you want to delete the application and click **Apply**.

- **Can I access NetGenie over Internet?**

Pre-requisite:
You must know public IP address of your network provided by your ISP in order to access NetGenie over Internet.

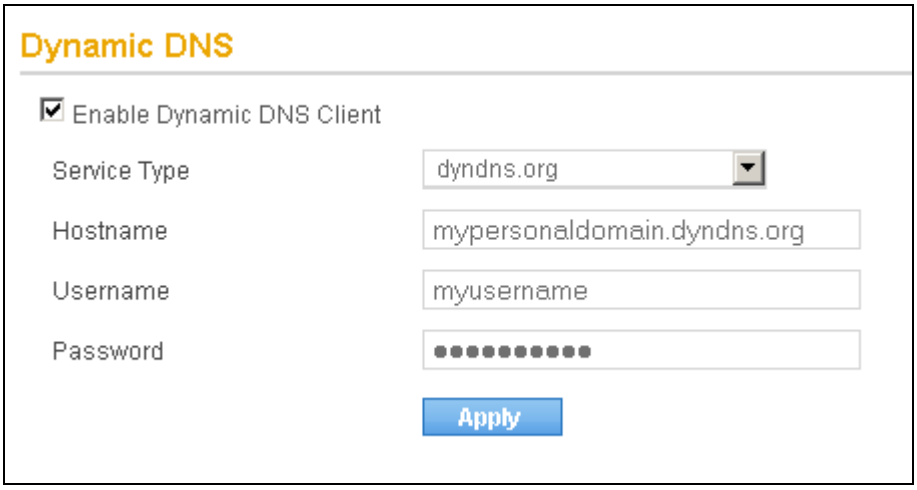
Yes, you can access your NetGenie appliance over Internet. Please follow given below steps:

1. Log in to NetGenie with administrator credentials.
2. Go to **System → NetGenie Access**.
3. Click checkbox against ‘Enable Access from Internet’.
4. Click **Apply** to save changes.



Screen- NetGenie Access

5. Use your Internet IP address (public IP address provided by your ISP) to access NetGenie over Internet. Please remember that if your Internet connection type is set to DHCP from **Network Settings → Internet** then you will need to select your DNS server as Dynamic DNS from **Network Settings →Dynamic DNS** and register your public IP address with the Dynamic DNS provider.



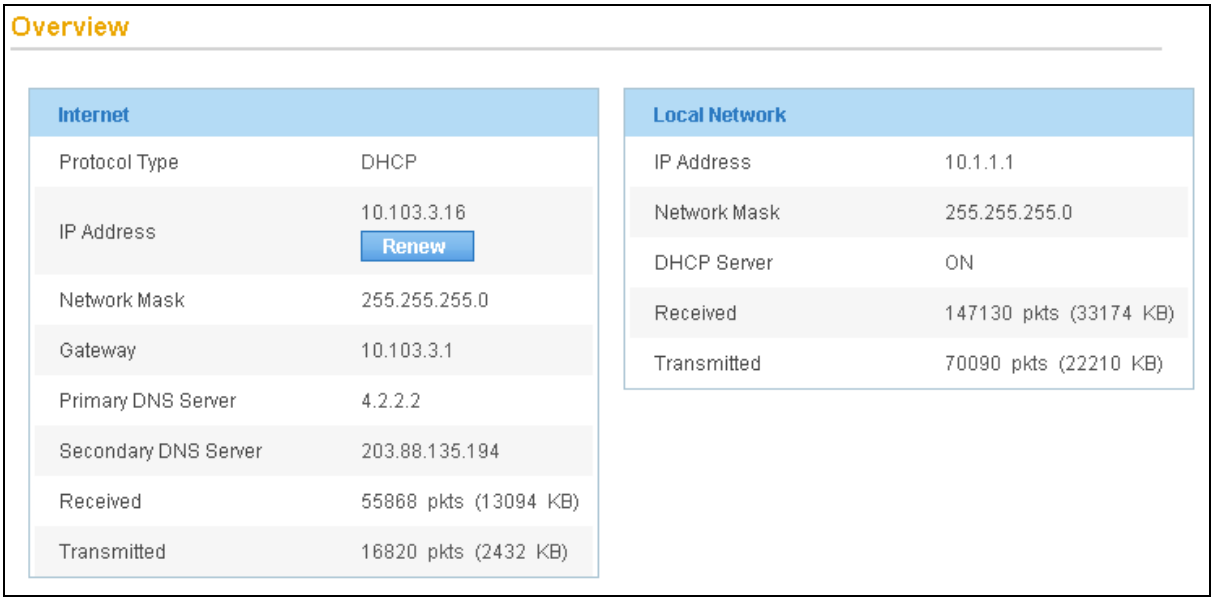
Screen- Dynamic DNS

- **Is there any single page from where I can get the complete network overview?**

  Log in to NetGenie with administrator credentials and go to **Network Settings → Overview.** This page displays following details of NetGenie network:

  Internet
  - Protocol Type – Internet connection type. Possible protocol types are
    - DHCP
    - Static
    - PPPoE
    - USB Modem
  - IP Address – WAN IP address of NetGenie appliance with Renew button (in case of DHCP Internet connection type).
  - Network Mask – Network mask IP address
  - Gateway – IP address of NetGenie gateway
  - Primary DNS Server – IP address of primary DNS server
  - Secondary DNS Server – IP address of secondary DNS server
  - Received – Amount of data received (in packets and KB) by NetGenie over WAN
  - Transmitted – Amount of data transmitted (in packets and KB) through NetGenie over WAN

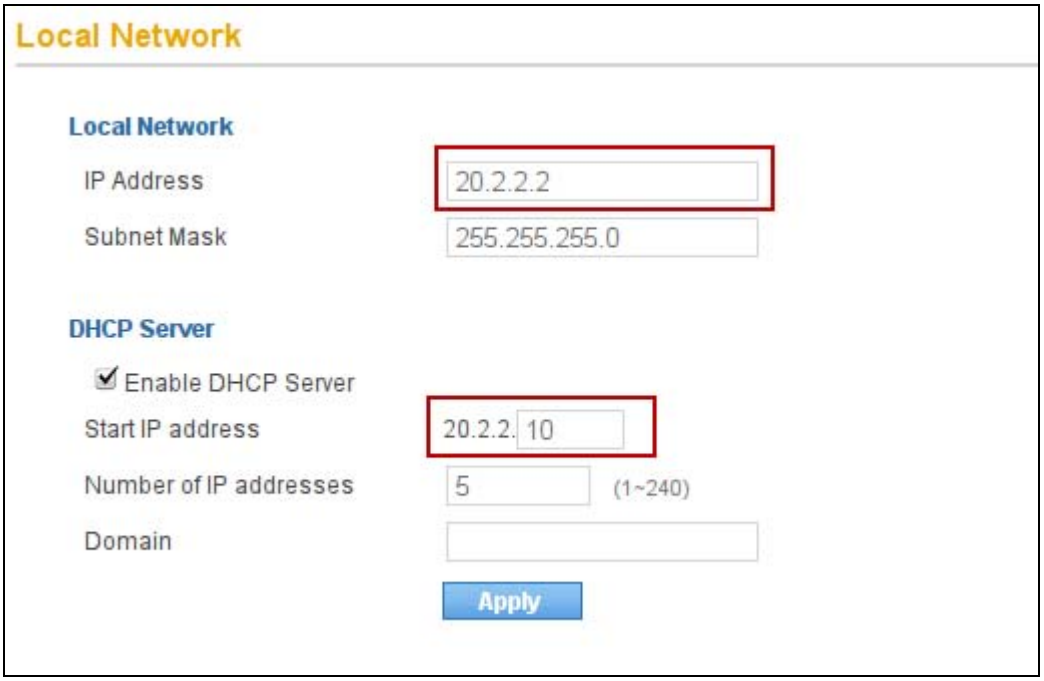
  Local Network
  - IP Address – LAN IP address of NetGenie appliance
  - Network Mask – Network mask IP address
  - DHCP Server – Status of DHCP server. Possible status:
    - On
    - Off
  - Received – Amount of data received (in packets and KB) by NetGenie over LAN
  - Transmitted – Amount of data transmitted (in packets and KB) through NetGenie over LAN



Screen- Network Overview

- **I want to change the default IP address of my NetGenie appliance, can I do it?**

  Yes, you can change the default LAN IP address of your NetGenie appliance. To do it,
  1. Log in to NetGenie with administrator credentials.
  2. Go to **Network Settings → Local Network.**
  3. Specify a new IP address for your NetGenie appliance.
  4. Select checkbox against 'Enable DHCP server' if you want NetGenie to lease IP addresses to multiple devices.
  5. Specify the number of IP addresses to be leased by NetGenie.
  6. Click **Apply** to save changes.



Screen- Local Network

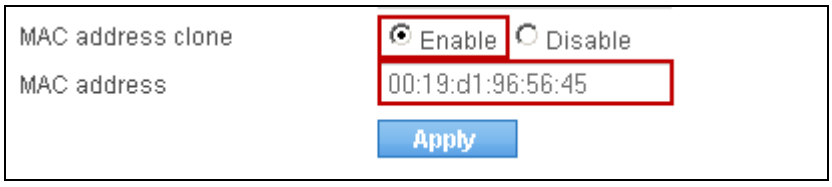
- **Why do I need to clone the MAC address of my router?**

  When you want to add a router/switch to your Internet connection, you will need to clone your

MAC address. This is done because some ISPs tie your MAC address to their DHCP server so making any changes to the router leads to chances that the ISP will not allow you to surf the Internet since the MAC address listed in the ISP list will be different from that of your new router. We recommended you to clone the MAC address in order to ensure uninterrupted connectivity.

The given steps below enable you to clone the MAC address of your router:

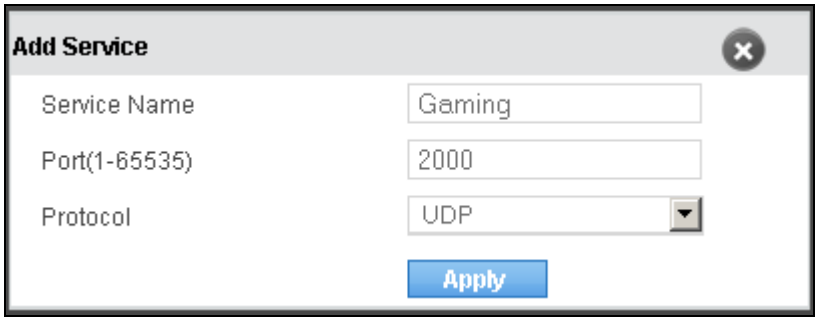
1. Log in to NetGenie with administrator credentials.
2. Go to **Network Settings → Internet.**
3. Select any Internet connection types and fill up the required details.
4. Enable 'MAC address clone' option and specify the MAC address to be cloned.
5. Click **Apply** to save changes.



Screen- MAC Cloning

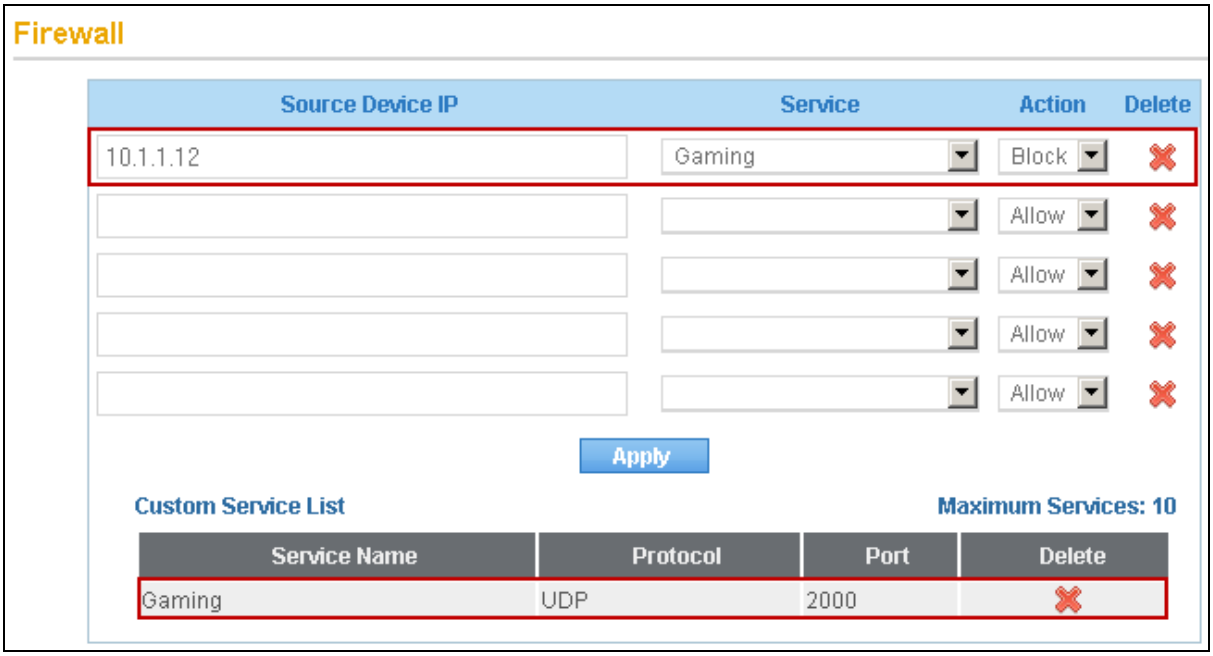
- **My son has a gaming device running on UDP over a specific port; I want NetGenie to block this service, can I do so?**

  Yes, you can block the traffic generated by specified devices.
  1. Log in to NetGenie with administrator credentials.
  2. Go to **Security → Firewall.**
  3. Specify IP address of your gaming device in 'Source Device IP'.
  4. Click 'Add Custom Service' option from 'Service' drop down.
  5. Specify service name to blocked along with port number and protocol and click **Apply**.



Screen- Add Service

  6. Specify action item as 'Block'.
  7. Click **Apply** to save changes.



Screen- Firewall Rule

The newly created custom service(s) will be added in the list of Custom Service List.

Click ✖ to remove created service(s).

Note:
You can create a maximum of 10 (ten) custom services and 5 (five) firewall rules by through this page

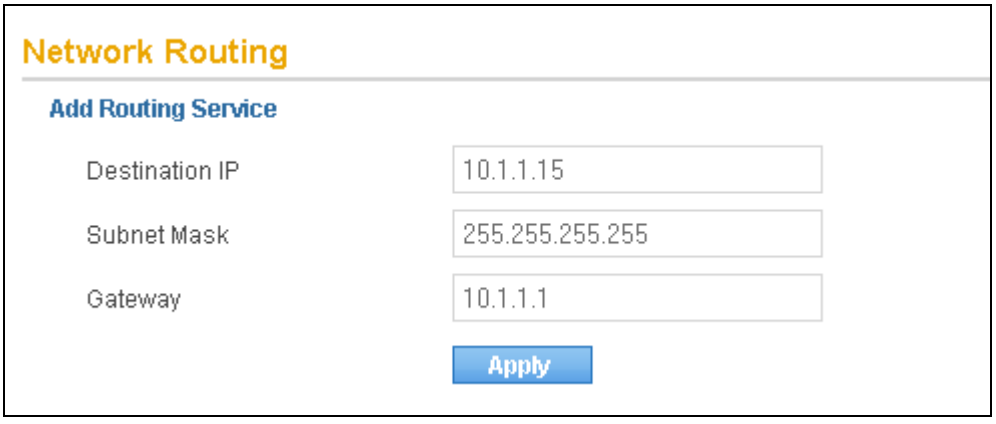
- **I have set up a small network at home. I use NetGenie to surf the Internet using my laptop while I am keeping one game server behind a router, which is connected, to NetGenie. Now if I want to access the game server using my laptop, how can it be done?**

  Your network setup can be represented graphically, as follows:

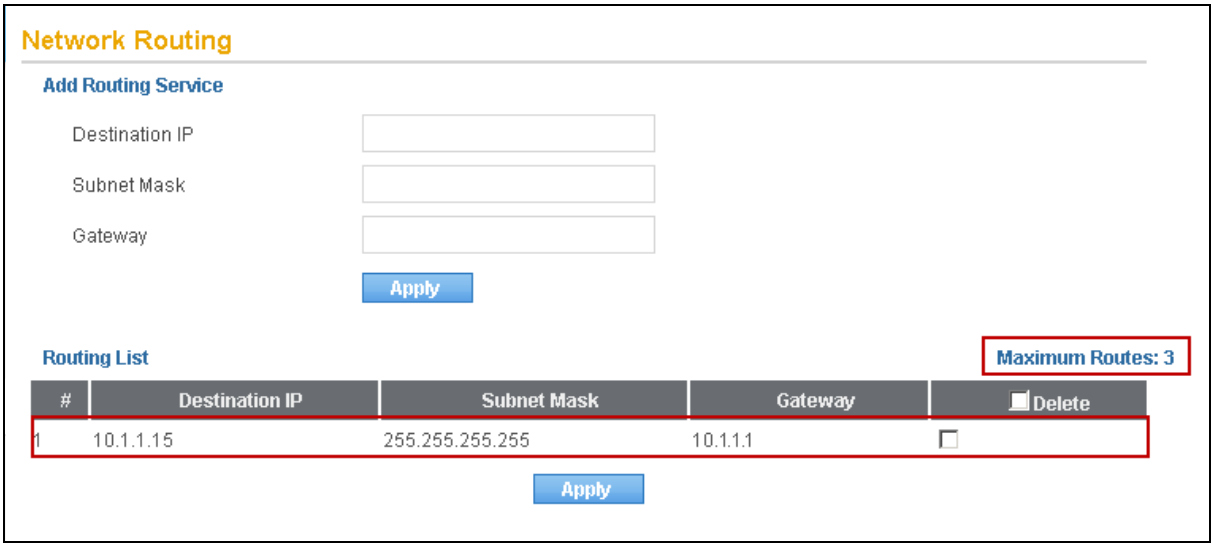
Screen- Network Diagram

Now if you want to access your game server, which is placed behind the router using your laptop, please follow the given below steps:

1. Log in to NetGenie with administrator credentials.
2. Go to **Network Settings → Routing.**
3. Specify Destination IP i.e. IP address of your game server.
4. Specify corresponding subnet mask.
5. Specify IP address of the gateway as IP address of NetGenie.
6. Click **Apply** to save changes.



Screen- Create Route



Screen- Route Rule

Note:
You can create a maximum of 3 (three) routes.

Menu Structure

System	
Overview	Page 38
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Restart Device	Page 39
Signature Updates	Page 42,43,44
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Search Category	Page 31
Add User	Page 18
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